	HOPE MN Docket: 1367374 - 56046
Pane	Document
	Request/approval to study for discontinuance (05/24/2011)
	Notice (if appropriate) to Headquarters of suspension
	Notice (if appropriate) to customers/district personnel of suspension
	Highway map with community highlighted (06/03/2011)
5	Eviction notice (if appropriate) (06/03/2011)
	Building inspection report and original photos of building deficiencies (if appropriate) (06/03/2011)
	Post Office and community photos (06/03/2011)
	PS Form 150, Postmaster Workload Information (06/06/2011)
9	Worksheet for calculating work service credit (06/06/2011)
	Window transaction record (06/05/2011)
	Record of incoming mail (06/05/2011)
	Record of dispatched mail (06/05/2011)
	Administrative postmaster/OIC comments (05/24/2011)
	Inspection Service/local law enforcement vandalism reports (06/03/2011)
	Post Office fact sheet (06/06/2011)
	Community fact sheet (07/01/2011)
	Alternate service options/cost analysis (06/05/2011)
	Form 4920, Post Office Fact Sheet (06/22/2011)
19	Reccomendation and Service Replacement Type (06/14/2011)
20	Questionnaire instruction letter to postmaster/OIC (06/06/2011)
21	Cover letter, questionnaire, and enclosures (06/14/2011)
22	Returned customer questionnaires and Postal Service response letters (06/14/2011)
23	Analysis of questionnaires (07/01/2011)
24	Community meeting roster (06/30/2011)
25	Community meeting analysis (06/30/2011)
26	Community meeting letter (Need to set before questionnaire if not held before) (06/14/2011)
.27	Petition and Postal Service response letter (if appropriate) (09/14/2011)
	Congressional inquiry and Postal Service response letter (if appropriate) (01/01/1900)
29	Proposal checklist (06/22/2011)
30	District notification to Government Affairs (07/13/2011)
31	Instructions to postmaster/OIC to post proposal (07/07/2011)
32	Invitation for comments exhibit (07/13/2011)
33	Proposal exhibit
34	Comment form exhibit (07/07/2011)
35	Instructions for postmaster/OIC to remove proposal (09/08/2011)
36	Round-date stamped proposals and invitations for comments from affected offices (09/14/2011)
37	Notification of taking proposal and comments under internal consideration (09/13/2011)
38	Proposal comments and Postal Service response letters (08/01/2011)
39	Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate) ()
40	Proposal Analysis of comments (09/14/2011)
41	Revised proposal (if appropriate) (07/07/2011)
42	Updated PS Form 4920 (if appropriate) (06/22/2011)
43	Certification of record (09/14/2011)
44	Log of Post Office discontinuance actions (09/14/2011)
45	Transmittal to VP, Delivery and Retail, from district manager, Customer Service and Sales (09/29/2011)
46	Headquarters' acknowledgment of receipt of record (10/02/2011)
47	Final determination from Headquarters (12/01/2011)
48	Instruction letter to postmaster/OIC on posting (12/06/2011)
49	Round-date stamped final determination cover sheets ()
50	Postal Bulletin Post Office Change Announcement () (NOT /SSUED)
51	Vice president, Delivery and Retail, instruction letter (12/01/2011)

***************************************	UNITED	STATES
	POSTAL	SERVICE

05/24/2011

ANTHONY WILLIAMS DISTRICT MANAGER NORTHLAND PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the MN-01 congressional district.

HOPE Post Office Name: 56046-2003 Zip+4 Code: 55 EAS Level: 264580 Finance Number: Steele County: ELLENDALE Proposed Admin Office: 8.2 ADMIN Miles Away: **ELLENDALE** Near Office Name: Near Miles Away: Number of Customers: Post Office Box: 62 General Delivery: Rural Route (RR): Highway Contract Route (HCR): Intermediate RR: Intermediate HCR: City Delivery: Total Customers: Yes 🖊 NO ZIP Code 56026 ZIP Code Change: Yes 🖊 NO 🗌 Maintain Town Name:

The above office became vacant when the postmaster retired on 11/01/1996.

A review of the Hope Post Office has shown that the workload has steadily decreased. Currently the office has only 1.6 hours of work per day. Revenue has dropped 16% over the past 3 years. The office is open 6 hours daily. The Hope residents must travel to other nearby communities to buy groceries and other goods and services.

MICHAEL STEVENS Manager, Post Office Operations

Approval to Study for Discontinuance:

V Stewns

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Cuty lune	05/24/2011
DISTRICT MANAGER NORTHLAND PFC	DATE

cc: Area Manager, Public Affairs and Communication

UNITED STATES	
POSTAL SERVICE	(4)

Dockect 1367374

POS IMA SERVIC	NOTICE OF POST O	FFICE EMERG	ENCY	SUSPENSION	an en syr open erenakert steen	agorio gravo y Millory Maringara — vary disory and Maringar
A. Office						
Name: HOPE				State: MN	Zip	Code: <u>56046</u>
Area: WESTERN		Dist	_	NORTHLAND PFC		
	√ -01	Cou	nty:	Steele		
EAS Grade: 55				Finance Number.	264580	
Post Office:	Classified Station		С	Classified Branch		СРО
•		1				÷
***	•			•		

• There was no Emergency Suspension for this office

Prepared by:	Margaret Campbell	Date:	06/03/2011
Title:	NORTHLAND PFC Post Office Review Coordinator		(0.4.0)
Tele No:	(612) 349-3568	Fax No:	(612) 349-0389



. Office				State: MN	Zip	Code: 56046
ame: HOPE rea: WESTERN			District:	NORTHLAND PFC		
ongressional District: MN-0	1		County:	Steele Finance Number:	26458	30
AS Grade: 55 ost Office:	Classified Station			Classified Branch		CPO
		•	,			
					•	

There was no Emergency Suspension for this office

Prepared by:	Margaret Campbell	Date:	06/03/2011
Title:	NORTHLAND PFC Post Office Review Coordinator		(612)
Tele No:	(612) 349-3568	Fax No:	349-0389





Post Office™ Locations

PRINT | BACK DOCKET NO. 1367374-56046

ITEM NO. PAGE

Post Office™ Locations near 56046 i Maditoro . Malenc Elysien Devrised Wood Cancord Двоје секе Chaten Falls Consec Jenesville ROD Lake Smats Val & Owatorna Wasioja, Veaseca Menden Mantorville Havana "Ciaremont Kasson Statury Saco Frut 10.000 Wilton Lemond Dodge Carler Otisco है इन्हें **V**lusaty Hope Rock Walcon Mapleton playtold 20 miles Now Richidati. Electric 10 Lilenciala 22 Pote © 2011 Microsoft Corporation © 2010 NAUTEORY

Post Office™ Location - HOPE 9064 SW 37TH AVE HOPE, MN 56046-2003 (800) ASK-USPS

Minnacola Lake

(800) 275-8777

(507) 455-1211

0.0 mi

Business Hours

Granva

Mon-Fri 9:30am-12:30pm 1:00pm-4:00pm Sat

9:00am-11:00am

Sun closed Services

PO Boxes Online

Service hours may vary. Please check link for business hours.

Post Office™ Location -ELLENDALE 514 S 2ND ST ELLENDALE, MN 56026-4400 (800) ASK-USPS

> (800) 275-8777 (507) 684-3951

3.2 mi

Business Hours

Mon-Fri 8:00am-11:30am 1:00pm-4:15pm Sat 8:30am-9:30am

Business Hours

8:30am-5:00pm

9:30am-12:00pm

Mon-Fri

Sun

closed

Sun

closed

Services

PO Boxes Online

Service hours may vary. Please check link for business hours.

Post Office™ Location -**OWATONNA** 209 E BROADWAY ST

OWATONNA, MN 55060-2403 (800) ASK-USPS

(800) 275-8777

(507) 451-3507

8.9 mi

Services

PO Boxes Online

Service hours may vary. Please check link for business hours.

Post Office™

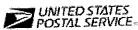
Rusiness Hours



	EAICTION MOTICE	
A. Office Name: HOPE Area: WESTERN Congressional District: MN-01 EAS Grade: 55	District: County:	State: MN Zip Code: 56046 NORTHLAND PFC Steele Finance Number: 264580
	ssified Station	Classified Branch CPO

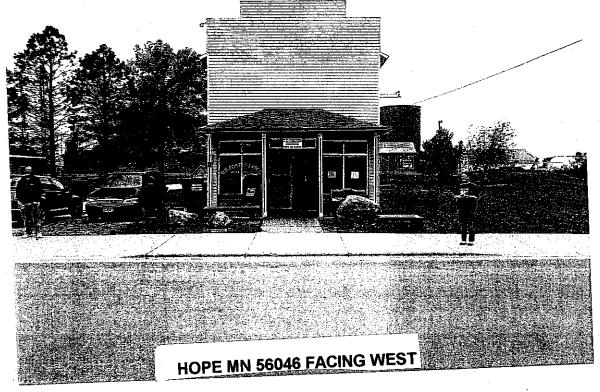
There was no eviction notice for this office

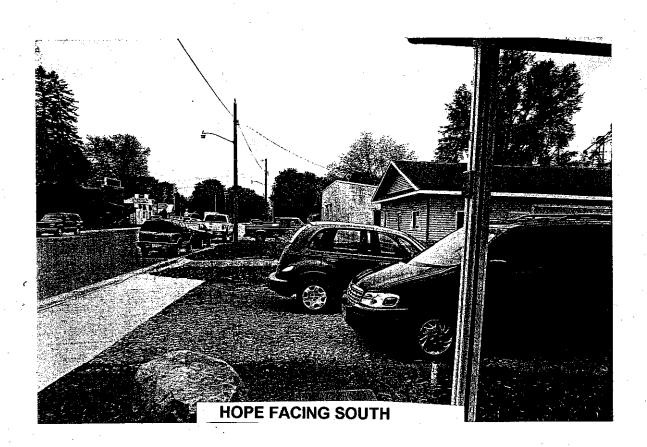
Prepared by:	Margaret Campbell	Date:	06/06/2011
Title:	NORTHLAND PFC Post Office Review Coordinator		(612)
Tele No:	(612) 349-3568	Fax No:	349-0389

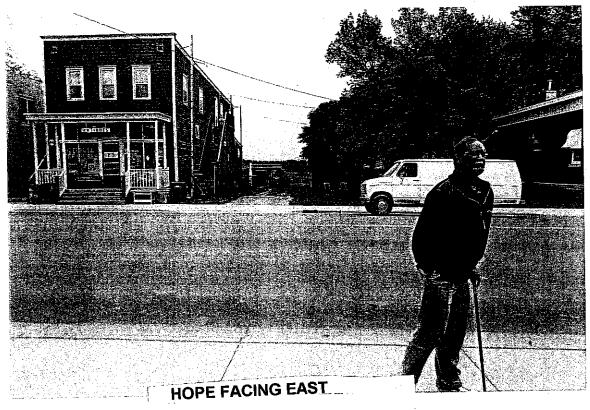


Marie Comment of the Comment	Buildi	ng Inspe	ction Rep	ort		
MN-01			District: County:	State: MN NORTHLAND PFC Steele		Code: <u>56046</u>
55	Classified Station			Classified Branch		сро
	·					
		MN-01 55	MN-01 55	District: County:	MN-01 District: NORTHLAND PFC County: Steele Finance Number:	State: MN Zip District: NORTHLAND PFC County: Steele Finance Number: 26458

Prepared by:	Margaret Campbell	Date:	06/06/2011
Title:	NORTHLAND PFC Post Office Review Coordinator		(612)
Tele No.	(612) 349-3568	Fax No:	349-0389









PS Form 150. Postmaster Workload Information

Post Office, State & Zip Code		Postmaster's Date Signature	
HOPE, MN 56046 District Office, State & Zip Code NORTHLAND PFC, MN 55401		District Date Manager's 06/06/2 Signature Anthony Williams	2011
(Check Box) Management Review	RFR	See Instructions	on
vacancy	<u>_</u>	Reverse 55	
1. Current Office Level	(1-6)		
2. Finance Number	(7-9)	204300	
3. General Delivery Families Served	(10-1		
4. Post Office Boxes/Call Boxes Rented	l ` 		
5. Possible City Deliveries	(16-2)		
6. Administrative Rural Boxes Served	(21-2)	0)	
7. Intermediate Rural Boxes Served	(26-3		
Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-3	<u> </u>	
Administrative Highway Contract/Star Route Boxes Served	(36-3		
10. Intermediate Highway Contract/Star Route Boxes Served	(40-4	3) 0	
11. Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-4	7) 0	
12. Number of Carrier Stations/Branches	(48-4	9) 0	
13. Number of Finance Stations/Branches	(50-5	0 0	
14. Number of Contract Stations/Branches & Community Post Offices	(52-	53) 0	
15a. Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete "Seasonal Workload" section on reverse.)	. (54	4) N	
15b. Duration of Experience A Seasonal Workload? (minimum or 8 weeks)	(55-	56)	
16. Does Office Perform Outgoing Distribution for Other Offices?	(5	7) N	
17. Does Office Perform Incoming Distribution for Other Offices?	(5	8) N	<u> </u>
18. Does Office Perform Incoming Secondary Distribution for Other Offices?	(5	9) N	
19. Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(6	0) N	
Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office? Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(6	11) N	
	(6	i2) N	
Do You Have Responsibility for Vehicle Mathematics ((6	i3) N	
Does Your Office Have Administrative Responsibility for any in the	(6	54) N	
Is Postmaster Lessor for Government Owned Building:	(6	55) N	
Does Office Have MPLSM/SPLSM?	(6	55) N	
Does Office Distribute Food Stamps?			

PS Form 150, January 1983

PS Form 150, Postmaster Workload Information

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3 roin 130,1 counces.	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	62	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	D
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/ Star Route Boxes	0	0

Instructions

- 1. Enter ourrent evaluated office level
- Enter the 6 digit post office finance number.
- Enter number of general delivery families serves.
- 4. Enter total number of post office coxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal
 the total possible deliveries shown on Form 1621, Carrier Route
 Report for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers against stratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- 7. Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postquaster. For creat, the mar must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to parrier security.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a camer administratively responsible to you, but which are located in the ZIP Code for another office.
- 9. Enter the number of administrative inchway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom your have administrative responsibility. On not include boxes on the routes which are in this same ZIP Code of an intermediate office.
- 10. Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to: another Postmaster. For credit the mail must be incorning to your office and separated to the contract route by you or your entitiogees.
- 11. Enter the number of intermediate highway contract star route bexes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier derivery service.

- Enter the number of dissified finance stations and/or branches (without partier delivery service) staffed by postal employees.
- 14. Enter the total number of contract stations, cural stations and community seat offices.
 - A commact station is a detaphed finance unit manned by non-postal employees
 - (c) A rural station is a post office box delivery unit serviced by a rural carrier.
 - A community post office is a contract unit which provides service in a small community.
- 15. To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact mustben of weeks the season lasts and complete the seasonal workload portion of the form in the enterty.

Questions 16 Thre 25 Should Be Answered Y (Yes) or N (No)

- 16. Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a outling, facing and cancelling operation?
- 17. Does office separate massed three digit sorted recoming mail to a five digit sort for other associate offices?
- 18. Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to day, rural and/or star routes?
- 20. Does office separate all incoming flats to city anglor recal carrier reuses without assistance from an MPC?
- 21. Do you have a vehicle maintenance facility under your jurisdittion?
- 22. De you have an air transfer office under your jurisdiction?
- 23. Do you occupy a government-owned building and lease a portion of the building to someone else?
- 24 Does your office operate a Multiple Position Letter Sorting Macride (MPLSM) or Single Position Letter Sorting Machine (3PLSM)?
- ুন্ত, Does your office distribute foco stamps?

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

	Worksheet for calculating W	orkload Service	e Credit (VV	ov) ior Pust	Offices		
ice Name:	HOPE						
fice Zip+4:	56046 -2003 District:	NORTHLAND	PFC				
	·	Activity WSC	S				
- 15 "	y Families Served (Item 3, PS Form	150)		0 -	X 1.0	· =	0
General Deliver	es/Call Boxes Rented (Item 4, PS Fo	nm 150)		62	X 1.0	=	62
Post Office Box	eliveries (Item 5, PS Form 150)			0	X 1.33	=	
Possible City De	Rural Boxes Served (Item 6, PS Form	n 150)		0	X 1.0	=	(
Administrative r	ral Boxes Served (Item 7, PS Form	150)		0	X 0.7	=	
Administrative F	Responsibility for Intermediate Rural	Boxes for Other	Offices				
(Item 8, PS F	orm 150)			0	X 0.3	. =	(
					_ ^ 0.3		
Administrative I	lighway Contract/Star Route Boxes	Served					
(Item 9, PS F	orm 150)			00	X 1.0	=	
Intermediate Hi	ghway Contract/Star Route Boxes S	erved			i.		
(Item 10, PS	Form 150)			0	X 0.7	=	
•					— ~ ~ ~ .		
Administrative	Responsibility for Intermediate Highv r Offices (Item 11, PS Form 150)	way Contraction		0	X 0.3	=	
Boxes for Othe	Total Activi	ty WSCs					6
		Revenue WS					
	25 revenue	units: 1.00		5 units	=	25.00	
First	075 Jenus	units: 0.50		7 units	=	18.50	
Next		units: 0.25		0 units	=	0.00	-
Next				0 units	=	0.00	
Next	Balance of revenue			0 units	=	0.00	
	•	units. O.OT	^	<u> </u>		43.50	
	Total revenue WSCs:			•			
Activity WSCs	62 + Revenue WSCs =	43.50 Ba	se WSCs	105.50	= EAS Grad	deE	
Provious aval	uation: EAS grade55			•			
						(if appropria	ite)
Effective date	of change in service hours:			<u> </u>		(ii approprie	,
(when a vaca	ncy exists, hours must reflect the ap	propriate EAS gr	ade)	•			
Worksheet co	mnleted by						
*		M	ADCADET A	LLAUER@U	SPS GOV		
MARGARET	CAMPBELL	IVI	ARGANE I.A		3, 3.001		
Printed Name		Sig	nature				
FIREU Nalle			/06/2011				
		06	7UD/ZUTT				
NORTHLAND	PFC District Review Coordinator	00		•			



05/02/2011

OIC/POSTMASTER

SUBJECT: HOPE Post Office

As you are aware, the Postal Service is evaluating a possible change in how postal services are provided to HOPE customers.

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the HOPE Post Office for a 2-week period. The surveys should begin 05/07/2011 and end on 05/20/2011. Please complete the enclosed forms as accurately as possible.

All forms should be completed by 05/21/2011. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact MARGARET CAMPBELL, Post Office Review Coordinator, at (612) 349-3568.

MARGARET CAMPBELL

Post Office Review Coordinator

cc: Official Record

Links: Window Transaction Survey - http://hqcsopps/po_dis/win/in_survey.cfm?fin=1367374 Survey of Incoming Mail - http://hqcsopps/po_dis/invol/in_survey.cfm?fin=1367374 Survey of Dispatched Mail - http://hqcsopps/po_dis/outvol/in_survey.cfm?fin=1367374

5046

Window Transaction Survey

Window Transaction Survey through ZIP+4: 05/07/2011 HOPE

PO Name:

56046 - 2003 05/20/2011

Completed By:

MARGARET CAMPBELI

Survey Period:

Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-4, Window Transaction Record; PS Form 2007-B, Window Transaction Conversion; and PS Form 2007-C, Window Transaction Survey. To obtain the average daily number of transactions, divide the total number of transactions, divide the total number of transactions in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days

in the survey period.								
		_	Express	Passports		Certified		
	Postage Sales		Registered C.O.D	Meter Settings		-	10	Services
Dav/Date		(1.083)	(1.969)	(2.06)	(2.875)	(1.792)	(1./8/)	(1.186)
Sat - 05/07	3	0	0	0		-	0	0
Sun - OK/OR	0	0	0	0	0	0	0	0
Mon - 05/09	9	0	0	. 0	0	1	0	0
WOLL - 05/00 T.: 05/10	9	0	0	0	0	0	2	0
106 - 007 TO	4	1	0	0	0	1	.0	0
Wed - 03/11	9	-	0	0	0	0	0	0
1nu - U3/112	16	2	٥	0	0	1	0	0
Fri - 05/13	C	c	Ç	c	c	c	0	0
Sat - 05/14	, [,		, ,	, c	-	٥	c
Sun - 05/15	0	0	٦	,	,	,	,	,
Mon - 05/16	4	2	0	_	-	۱		
T. 1.9 _ 0.5/47	ထ	0	0	0	0	0	5	0
0710 F7V	5	2	0	0	0	0	0	0
Wweq - U3/18	_	3	0	0	0	0	0	0
B1/cn - nul	8	-	0	0	0	0	0	0
Ff - U5/2U	76	12	0	0	٦	3	2	0
TOTALS		×			×			
Topogramin	777. X	1.083	X 1.969	X 5.06	2.875	X 1.792	X 1.787	X 1.188
	4.9	1.1	0.0	0.0	0.2	0.4	0.3	0.0
Daily Average					Averac	Average Daily Retail	tetail	80
Average Number Daily Transactions:			,	۷, ۵	_ Worklo	Workload in Minutes	utes:	3

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Survey of Incoming Mail

Survey of Incoming Mail (Record in Pieces)

Post Office Name and Zip+4

HOPE 56046 - 2003

Dates Recorded

05/07/2011 through 05/20/2011

Date Date	Let	ters	F	ats	Par	rcels	Oth	er
Date	First Class	Standard	First Class	Standard	Priority	Standard		·
Sat - 05/07	217	23	3	20	0	0	0.	57
Sun - 05/08	0	0	0	0	0	0	0	0
Mon - 05/09	168	20	19	37	0	2	0	2
Tue - 05/10	65	53	4	20	0	0	0	2
Wed - 05/11	89	80	8	35	1	0	0	2
Thu - 05/12	109	. 71	8	22	1	1	0	2
	108	28	5	26	1	2	0	2
Fri - 05/13	110	23	10	23	0	1	0	56
Sat - 05/14	0	0	0	0	0	0	0	0
Sun - 05/15		32	28	78	0	2	0	2
Mon - 05/16	177	52	25	22	0	0 .	0	138
Tue - 05/17	41	43	17	34	2	1	0	1_
Wed - 05/18	76		9	30	2	2	0	12
Thu - 05/19	94	40		23	1	1	0	1
Fri - 05/20	105	23	9			12	0	277
TOTALS	1,359	488	145	370	8			23.1
Daily Average	113.3	40.7	12.1	30.8	0.7	1.0	0.0	23.1

Signature of Person Making Count:

MARGARET CAMPBELL

Printed Name:

MARGARET CAMPBELL

Date:

06/05/11

Conversion Rate

Total Dioces Per Foot	Flat Type	Total Pieces Per Foot
<u> </u>	Manual Flats	115
	Automated Flats	115
	Sequenced Flats	115
	227 215 227	227 Manual Flats 215 Automated Flats

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

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Survey of Dispatched Mail

Survey of Dispatched Mail (Record in Pieces)

Post Office Name and Zip+4

HOPE 56046 - 2003

Dates Recorded

05/07/2011 through 05/20/2011

Date Date		tters	F	ats	Pat	rcels	Other	
Date	First Class	Standard	First Class	Standard	Priority	Standard		· <u> </u>
Sat - 05/07	4	0	2	0	1	0	0	0
Sun - 05/08	0	0	0	0	0	0	0	0
Mon - 05/09	5	0	7	0	1	1	0	. 0
Tue - 05/10	68	0	0	0	1	1	0	0
Wed - 05/11	5	0	0	0	1	0	0	0
Thu - 05/12	47	0	0	0	0	0	0	0
Fri - 05/13	51	0	0	0	1	. 0	0	-0
Sat - 05/14	7	0	2	0	0	0	0	0
Sun - 05/15	0	0	0	0	0	0	0	. 0
Mon - 05/16	15	0	0	0	0	0	0	0
Tue - 05/17	8	0	0	0	0	0	0	0
Wed - 05/17	5	0	0	0	0	.0	0	0
	11	0	0	0	1	2	0	0
Thu - 05/19	13	+ 0	0	0	1	3	0	. 0
Fri - 05/20		0	11	0	. 7	7	0	0
TOTALS	239	0.0	0.9	0.0	0.6	0.6	0.0	0.0
Daily Average	19.9	1 0.0		CAMPBELL	<u> </u>			

Signature of Person Making Count:

Printed Name:

Date:

MARGARET CAMPBELL

MARGARET CAMPBELL

06/05/11



05/24/2011

OIC/POSTMASTER

SUBJECT: HOPE Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the HOPE Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the HOPE Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to MARGARET CAMPBELL by 06/07/2011. This information will be entered into the official record for public viewing.

<u>62</u>
_0
_0
_0
_0
_0
_0
<u>62</u>

If you have any comments on alternate means of providing services to the HOPE customers, please provide them below:

MARGARET CAMPBELL
Post Office Review Coordinator

Comments:

cc: Official Record



06/03/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the HOPE Post Office, 56046 - 2003, located in Steele County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

MARGARET CAMPBELL Post Office Review Coordinator NORTHLAND PFC

NBR records of mail theft or vandalism: 1

Comments/Findings:

cc: Official Record



06/03/2011

Steele County Sheriff's Department

204 E Pearl St

Owatonna MN 55060

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the HOPE Post Office, 56046 - 2003, located in Steele County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter

MARGARET CAMPBELL
Post Office Review Coordinator
NORTHLAND PFC

Enclosure: Return Envelope

Number records of mail theft or vandalism: Decords Records Records	Supprecht Slerk

cc: Official Record

Docket: 1367374 - 56046 Item Nbr: 15 Page Nbr: 1

			Post Office Su	rvey Sheet ZIP+4	56046-2003
	Post Office Name	HOPE			06/06/2011
	Congressional District	MN-01		Date	VG/ 30/2011
W	ist specific information ab where restrooms are availab None.	ble), security, an	such as structural defe d other deficiencies or	ects, safety hazards, lack of running factors to consider.	ng water or restrooms (if so,
-	Is the facility accessible	to persons with	disabilities?	Yes No	
	Lease terms? 30-day can	acellation clause	? Month to month	lease, \$3000/year	
	Are suitable alternate qu	ıarters available	for an independent Po.	st Office? If so, where?	· · · · · · · · · · · · · · · · · · ·
	NA				
	List potential CPO sites.	.			
	Unknown				
	Are there any postage m	neter customers (or permit mailers? 🗹	Yes No	
	If yes, please identify th	hem by name and	d address.		
	Suponta Grain Elevator.	r, 3829 SW 93rd	St Hope MN		
	Which career and nonca	areer employees	will be affected and wi	what accommodations will be mad	de for them?
	Nemporar OIC will be:	utilized in other	area offices as needed.	l,	
	box he retained? Will a lo	ocked pouch be t	umizeu?	mes? How will this be affected by	y discontinuance? Will a collec
	HCR drops mail at 7:00 A	AM and picks up	dispatch at 5:00 PM.		
	How many Post Office			100	
	How many Post Office		? 	62	
	What are the window s		07	9:30 - 12:30 & 13:00 - 16:00 M-	·r
				09:00 - 11:00 S 7:00 - 17:00 M-	F
	What are the lobby hou	urs?			-•
				7:00 - 17:00 S	

Post Office Survey Sheet(continued)

Page Nbr: 15 Page Nbr: 2

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, Wall shelves.	,
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. Unkown.	
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who handicaps, etc.) How can these people be accommodated? Elderly customers, one who prefers PO Box for privacy. Hardship delivery may be an option for may rent a PO Box in Ellendale, 3 miles away.	
13.	Rural delivery/HCR delivery.	43K
	a. What is current evaluation?b. Will this change result in the route being overburdened?	Yes V No
	If so, what accommodations will be made to adjust the route? c. How many boxes and miles will be added to the route? d. What would be the additional annual expense if the route is increased? e. What is the one-time cost of CBU/parcel locker installation (id appropriate)? f. At what time of the day does the carrier begin delivery to the community? Will this delivery time be affected if the office is discontinued? (Y or N)	62, box 0.50 Miles 7823 0 Yes No
	If so, how?	0
14.	Are the Post Office box fees at the facility that will provide alternative service different from the discontinued? If so, how (Cost)? More Same Less	ose at the office to be

Docket: 1367374 - 56046 Item Nbr: 16 Page Nbr: 1

Community Survey Sheet

	Post Office Name	HOPE	ZIP+4	56046-2003		
	Congressional District	MN-01	Date	06/06/2011		
	Courb. Approxime to 1001.44					
	Incorporated?		Yes 🖊 No			
	Local government provi	ded by:	County and Township B			
	Police protection provide			Steele County Sheriff's Department		
	Fire protection provided	by:		Owatonna and Ellendale Fire Departments		
	School location:		Ellendale and Owatonna			
	.5% through 2015 in nea	•	s. No data available for Hope Zip Code.			
		ercial, or business growth is a is expanding business.	expected? (Please document your source)			
•	Are there any special co Is the Post Office facilit Check with the field rea	special historical events relat mmunity events to consider y a state or national historic l estate office when verificat	? landmark (see ASM 515.23)?			
	None. What is the geographic/ Retirees, farmers, those	economic make-up of the co	ommunity (e.g., retirees, commuters, self-emples and those who commute to nearby towns.	oyed, farmers)?		
	Which nonpostal service school bus stop, commun Do employees of the off	es are provided by the Post O nity meeting location, voting ice offer assistance to senior made for these services if the	office (e.g., public bulletin board, place, government form distribution center. citizens and handicapped)? e Post Office is discontinued?			
	Public bulletin board and businesses.	d normal assitance to custom	ners who request it. Residents may post notices	s in other local churches and		

Docket: 1367374 - 56046 Item Nbr: 17 Page Nbr: 1

Highway Contract Route Cost Analysis Form

		Highway Estimated Cos	y Contract Route It for Alternative Se	ervice	
Office Nam		District: <u>N</u>	ORTHLAND PFC		
1. Er bo	nter the number of additional exes to be added to the route		0	x 3.64 hours per year	0.00
2. Ei	nter the number of additional iles to be added to the route		0.00	x 10.40 hours per year	0.00
				Total time added to the route	0.00
					•
(0	nter the HCR hourly rate Contact Area Manager, Purchasin fficer)	g/Contracting	•		0.00
	Total additional	compensation	n (HCR hourly rate	x total time added to the route)	0.00

Rural Route Cost Analysis Form

Docket: 1367374 - 56046

Item Nbr: 17 Page Nbr: 2

Rural Route Carrier Estimated Cost for Alternative Replacement Service HOPE Office Name: NORTHLAND PFC 56046 -2003 District: Office Zip+4: Enter the number of additional 62 boxes to be added to the rural route Enter the number of additional 2. 0.50 miles to be added to the route 2.82 Enter the volume factor 174.84 Total (additional boxes x volume factor) Enter the number of additional boxes 3. to be added to the rural route 0.00 0.00 x 1.00 Min Centralized boxes 0.00 0.00 x 1.82 Min Regular L route boxes 124.00 62.00 x 2,00 Min Regular Non-L route boxes 124.00 Total additional box allowance x 12 Mileage Enter the number of additional daily miles to be added to 6.00 0.50 Standard the rural route Total additional minutes per week 304.84 (miles carried to two decimal places) Total additional annual minutes 15,851.68 304.84 x 52 Weeks (additional minutes per week year) Total additional annual hours (additional annual minutes/ 264.19 / 60 Minutes 15,851.68 60 minutes per hour) Enter the rural cost per hour (see national payroll summary report - rural 29.61 carrier, consolidated) Total Annual Cost (additional annual hours x rural cost per hour) 7,822.80 0.00 Enter lock pouch allowance (if applicable) 7,822.80 Total annual cost for alternate service (annual cost minus lock pouch allowance)

POST OFF	U.S. Postal Servic ICE CLOSING OR CONSO Fact Sheet	e DLIDATION PROPOSAL		1. Date Prepared 06/22/2011
Post Office Name	1	3. State and ZIP + 4 Code		
HOPE .	, Customer Service	MN, 56046-2003 6. County	7, Congress	ional District
District, Customer Service NORTHLAND PFC Reason for Proposal to Discontinue review of the Hope Post Office has shown at the workload has steadily decreased. urrently the office has only 1.5 hours of work or day. Revenue has dropped 16% over the sat 3 years. The office is open 6 hours daily. The Hope residents must travel to other earby communities to buy groceries and	, Gabionia Co	Steele	MN-01 0. Proposed Permane	nt Alternate Service
ther goods and services.			12. Hours of Service	
11. Stating		a. Time M-F	Sat	[Total
a. PM PM Vacancy R Occupied 11/01/1996 b. OIC Career	eason & Date: retired	09:30 - 12:30 & 13:00 - 16:00 a. Lobby Time M-F 7:00 - 17:00	09:00 - 11:00 Sat 7:00 - 17:00	Window Hours Per Week
EAS-55 d. No of Clerks- 0 No of Career- 0 N	owngraded from EAS-55 o of Non-Career- 0 o of Non-Career- 1	·		
13. Number of Custome	ers Served		4. Dally Volume (Pieces	
a, General Delivery	0	Types of Mail	Received	Dispatched
b. P.O. Box	62	a, First-Class	153	19
c, City Delivery	0	b. Newspaper	42	1
d. Rural Delivery		c. Parcel	1 22	0
e, Highway Contract Route Box	0	d, Other	23	20
f. Total	62	e. Total	219	1
g. No. Receiving Duplicate Service	0	f. No. of Postage Meters		0
h. Average No. Daily Transactions	7.80	g. No. of Permits	l b. EAS Step 1	c. PM Fringe Benefit
Finances a. FY 2008 2009 2010		Receipts \$ 32,121 \$ 47,344 \$ 23,599	PM Basic Salar (no Cola) \$ 19635	
2010	16a. C	uarters		
Postal Owned 30-day cancellation clause? Yes Located in: Business Home		01/01/1900 icted? Yes No	o (if Yes, must vacate by	
16b. Explain:	<u> </u>			
Month to month lease		19. Administrative/Eman	ating Office (Pmnosed):	
17. Schools, Churches and Organization in First Lutheran Church; Somerset Township; Association; Harvest Run for Hunger	Service Area: No: 4 Steels County Trail	Name ELLENDALE Window Service Hours: M	EAS Level 8:00 - 11:30 & 13:00 4-F- 16:15	16 Miles Away 3.2 SAT 8:30 - 9:30
1	•	Labby Hours: N	F 7:00 - 16:15	SAT 7:00 - 16:30
		PO Boxes Available: 14	45	
18 Businesses in Service Area:	No: 26		(if different from above):	
18. Businesses in Service Area: Hope Creamery, Hope General Store; Hope Bank of Waseca/Hope; Spurgy's Bar & Grill; Krause's Livestock & Feed; Unforgotten Tre Spindler Tupperware; SunOpta Grain; SunC Naturai; Wilkers Worldwide; LK Family Prod Livestock; Lake Homes Construction; Schul Hedstrom Ins; S&S Classic Motor Sports; Vi. Repair	full Treasures; First National R&L's Pitstop; The Shop; asures; Tiger Treasures; Nancy opta Soy; SunRich Hearty & uctions; Enviro Sense; Lynch er Trucking: Umbreit Trucking;	20. Nearest Post Office Name ELLENDALE Window Service Hours: Name Lobby Hours:	(if different from above): EAS Level 8:00 - 11:30 & 13:00	Miles Away 3.2 SAT 8:30 - 9:30 SAT 7:00 - 16:30
Hope Creamery, Hope General Store; Hope Bank of Waseca/Hope; Spurgy's Bar & Grill; Krause's Livestock & Feed; Unforgotten Tre Spindler Tupperware; SunOpta Grain; SunC Natural; Wilkers Worldwide; LK Family Prod Livestock; Lake Homes Construction; Schul Hedstrom Ins; S&B Classic Motor Sports; Vi-	full Treasures; First National R&L's Pitstop; The Shop; asures; Tiger Treasures; Nancy byta Soy; SunRich Hearty & uctions; Erwiro Sense; Lynch er Trucking; Umbreit Trucking; esta Schiller- Mary Kay; Pirkt's	20, Nearest Post Office Name ELLENDALE Window Service Hours: 1 Lobby Hours: 1 PO Boxes Available: 1	(if different from above): EAS Level 8:00 - 11:30 & 13:00 4-F- 16:15	Miles Away 3.2 SAT 8:30 - 9:30 SAT 7:00 - 16:30
Hope Creamery, Hope General Store; Hope Bank of Waseca/Hope; Spurgy's Bar & Grill; Krause's Livestock & Feed; Unforgotten Tre Spindler Tupperware; SunOpta Grain; SunC Natural; Wilkers Worldwide; LK Family Prod Livestock; Lake Homes Construction; Schul Hedstrom Ins; S&B Classic Motor Sports; Vi-	full Treasures; First National R&L's Pitstop; The Shop; asures; Tiger Treasures; Nancy byta Soy; SunRich Hearty & uctions; Erwiro Sense; Lynch er Trucking; Umbreit Trucking; esta Schiller- Mary Kay; Pirkt's	20. Nearest Post Office Name ELLENDALE Window Service Hours: 1 Lobby Hours: 1 PO Boxes Available: 1	(if different from above): EAS Level 8:00 - 11:30 & 13:00 M-F-16:15 M-F7:00 - 16:15	SAT 8:30 - 9:30



(612) 349-3568

Tele No:

A. Office			State: MN	Zip Code:	56046
Name: HOPE Area: WESTER	N	District:	NORTHLAND PFC Steele		
Congressional Distri EAS Grade:	ict: MN-01	County:	Finance Number:	264580	
Post Office:	✓ Classified Station	American de la companya de la compan	Classified Branch	CPC)
	•				
		.*			·
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his form is a place	holder for number 19. And the verifica	ation of new service	type is complete.		
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		•		•	
Prepared by:	Margaret Campbell			Date:	06/30/201
Title:	NORTHLAND PFC Post Office Rev	iew Coordinator			(612)
Tele No:	(612) 349-3568			Fax No:	349-0389



06/06/11

OIC/POSTMASTER

SUBJECT: HOPE Post Office

Enclosed are questionnaires addressed to customers of the HOPE Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 06/29/2011 for further review.

Margaret Campbell

Post Office Review Coordinator

Enclosures



06/14/2011

POSTAL CUSTOMER HOPE POST OFFICE HOPE, MN 56046

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the Hope Post Office retired on 11/01/1996. The Office is being studied for possible closing or consolidation for the following reasons: A review of the Hope Post Office has shown that the workload has steadily decreased. Currently the office has only 1.6 hours of work per day. Revenue has dropped 16% over the past 3 years. The office is open 6 hours daily. The Hope residents must travel to other nearby communities to buy groceries and other goods and services.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the Ellendale Post Office. If a change to carrier service is implemented, customers will continue to use the office name as their last line address however in order to insure regular and effective service the Zip Code will change to 56026.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the Ellendale Post Office, located 8.2 miles away. Hours of service at this office are 8:00 - 11:30 & 13:00 - 16:15, Monday through Friday, and 8:30 - 9:30 on Saturday. Post Office box service is available at this location at the same fees.

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 06/29/2011 using the pre-addressed envelope provided or at the community meeting. Please be aware that, if we formalize a proposal, your questionnaire will become part of an official record and will be available for public viewing.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Hope Community Center on 37th Ave on Wednesday, June 29, 2011 from 6:30 PM to 8:30 PM to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Margaret Campbell at (612) 349-3568.

Thank you for your assistance.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409 Minneapolis, MN, 55401-9990

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations, Carrier delivery information CBU information sheet (when appropriate)



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

			1.			Massan
	Post	tal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps				portare
	b.	Mailing Letters			***************************************	
	C.	Mailing Parcels				
	d.	Pick up Post Office box mail		A STATE OF THE STA	Sympassis of the second	
	e.	Pick up general delivery mail	\$	**************************************		
	f.	Buying money orders	-			
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		and the same of th	-	Ĺ
	h.	Sending Express Mail				
	i.	Buying stamp-collecting material		Constant of the Constant of th	age-original week	
	Oth	er Postal Services				•
	a.	Entering permit mailings	YES	NO	•	
	b.	Resetting/using postage meter	YES	□ NO		
	No	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	NO NO		
	b.	Using for school bus stop	YES	NO		
	c.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
		If yes, please explain:				
	d.	Using public bulletin board	YES	□ NO		•
	e.	Other	YES	NO		
		If yes, please explain:				
_	_	you pass another Post Office during business hours while traveling to or from w	ork, or shop	ping, or for	personal	needs?
2.	Do	you pass another rost office during business floate mile 1111111 g to 1111111	YES	☐ NO		
		If yes, please explain:				
						



	Better	Just as Good	No Opinion	Worse
If yes	s, please explain:			
		11.0 (Oh	and all that apply) Where do you a	o to obtain these
For w	thich of the following do ces?	you leave your community? (On	eck all that apply.) Where do you g	
	Shopping			
	Personal needs			
·				
	Banking			
	Employment			
	Social needs			
2 100000/10				
Do y	ou currently use local b	usinesses in the community?		1
	Yes No			
If ye	s, would you continue to	o use them if the Post Office is di	iscontinued?	
-	Yes No			
ina /	Address			
iiiy /	- Addi Coo			
:				
ss:				
h-n			·	
hone:				
		•	•	



POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package MUST have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

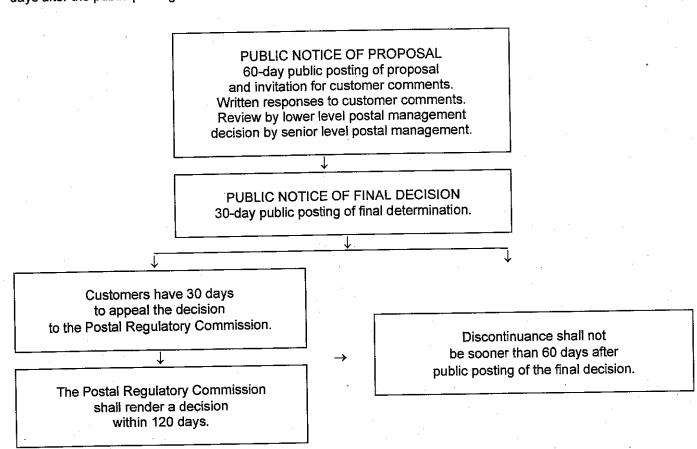


SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a Post Office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory provisions appears in Title 39, *United States Code*, Section 404(b), while the implementing regulations appear in Title 39, *Code of Federal Regulations*, Part 241.3.

According to implementing regulations, an initial investigation and any subsequent formal proposal to discontinue a Post Office originate with postal field managers responsible for Post Offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected Post Offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected Post Offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no Post Office may be closed sooner than 60 days after the public posting of the final decision.





06/21/2011

MYRON & TOM KAPLAN 9288 SW 37TH AVE HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special
challenges because the carrier can provide delivery and retail services to roadside mailboxes. Special provisions are made for
hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the
administrative postmaster for more information.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS Manager, Post Office Operations

100 South First St. Room 409

O. Stevens

Minneapolis, MN, 55401-9990



Postal Customer Questionnaire

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	. 🗆		V	
b. Mailing letters				
c. Mailing parcels			. 🗆	Ø
d. Picking up Post Office box mail	Ø	. \square		
e. Picking up general delivery mail				
f. Buying money orders				
 g. Obtaining special services, includ Certified mail, Registered mail, In- Delivery Confirmation, or Signatur 	sured mail,			
Confirmation		. 🗆		
h. Sending Express Mail				İZ
i. Buying stamp-collecting material				N
Other postal services:	÷		· <u>.</u>	
a. Entering permit mailings	Yes 🗌	No 🗹	: 	
b. Resetting/using postage meter	Yes 🗌	No 🔽	•	
Nonpostal Services				•
Picking up government forms (such as tax forms)	Yes 🗌	No 🌠		
b. Using for school bus stop	Yes 🗌	No 🔽		
 Assisting senior citizens, persons with disabilities, etc. 	Yes 🔀	No 🗆 .		
If yes, please explain: Postm Beauce off o	ester Bi Leobliti	ings Mo	il To My	Cor
d. Using public bulletin board	Yes \ Z	No 🗆		
e. Other	Yes 🗌	No ₩	•	
If yes, please explain:	÷ .		· · · · · · · · · · · · · · · · · · ·	



Do you pass another personal needs?		ess hours while traveling	urs while traveling to or from work, or shopping, or for		
	Yes 🗌		No pr		
If yes, which offices:					
If you now receive	carrier delivery there w	ill be no change to you	ur delivery service - proceed to ques ry service, complete this section.		
a. How do you think present service?	carrier route delivery ser	vice to a rural mailbox n	ear your home would compare with y		
Better	Just as Good 🔲	No Opinion	Worse		
For which of the foll these services?	Con	nmunity:	that apply.) Where do you go to obta		
Shopping	V - Duolo	ma and	MONNOR.		
Personal needs					
Banking	V Duston	Tour			
Employment					
Social needs		· · · · · · · · · · · · · · · · · · ·	•		
Do you currently u	se local businesses in bus	sinesses in your commu	nity?		
	Yes Yes		No 🗌		
If yes, would you o	continue to use them if the	Post Office is discontin	ued?		
_	Yes 🗹		No □		
lame: Myrou (please	Kaplan And	1 Tom Ke	plan_		
ddress: <u>989</u>	8 S-W 37th	Ave Ho	PE MINN 56046		
elephone number: 🐧	מתריים ושונו חיי	Date:	A . C. []		

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



JAMES ROSSEL 3682 81ST ST SW HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

Rural Carriers are like a post office on wheels. Most transactions can be carried out without one on one contact, but if you have
postal needs, you may meet your carrier at the rural mail box. If the carrier cannot meet your needs, there is a postal person
available at other local post offices, who can help you.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Michael D. Stures

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409



Postal Services	Daily	Weekly	Monthly	Never	
•				_	
a. Buying stamps			<u> </u>		
b. Mailing letters	- □				
c. Mailing parcels				□ SOM	etine
d. Picking up Post Office box mail					
e. Picking up general delivery mail					
f. Buying money orders				4	
 Obtaining special services, includin Certified mail, Registered mail, Insu 	ired mail,				•
Delivery Confirmation, or Signature Confirmation				□ 5° M	e tim
h. Sending Express Mail			. 🗖		
i. Buying stamp-collecting material					
Other postal services:					•
a. Entering permit mailings	Yes 🗌	No 🗹			•
b. Resetting/using postage meter	Yes 🗌	No 🗇	•	•	
Nonpostal Services					
Picking up government forms (such as tax forms)	Yes 🗌	No 🗹			
b. Using for school bus stop	Yes 🗌	No 🗗		·	
 Assisting senior citizens, persons with disabilities, etc. 	Yes 🗌	No 🗗			
If yes, please explain:				·	
					
d. Using public bulletin board	Yes 🗌	No 🗗			
e. Other	Yes 🗌	No 🗗			
If yes, please explain:			•		
· · · · · · · · · · · · · · · · · · ·					



ersonal needs?		Yes 🔲			No 🖅		
yes, which offices							
you now receive	ceive Post C	Office box se	ervice or g	general delive	ery service, co	mplete this	section.
resent service?	K Jamor Tour	0 0001, 00	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Better 🗌	Just as G	ood 🔲	No C	pinion 🗌	Worse		
Please explain:	NO	PERSO	MAL	cont	Act		 :
			_	<u> </u>	<u> </u>		<u></u>
•			•				
or which of the fol	llowing do yo	-		y? (Check all	that apply.) W	here do yo	u go to obta
4			mmunity:		•		•
Shopping	<u> </u>	ow,	4tox	1 N A			
Personal needs	1		11				
Banking	- <u> </u>		·				· ·
Employment	□						
Social needs	□			·			
Do you currently u	se local busii	nesses in bu	sinesses i	n your commu	nity?		
		Yes 🖽			No 🗆		
If yes, would you o	continue to us	se them if the	Post Offi	ce is discontin	ued?		•
		Yes 🗹			No 🔲		
10: <u>JAA</u>		Ross	EL				
•	print your nam	16) 57 S	tı/	HOPE	MAK		
ress: <u>3682</u> phone number: <u>5</u>				e: 6-1	11-12		
	~ ~ ~ \		, 1 \af	a - /	~ ~ / /		



JOHN C. PIRKL 9219 SW 37 AVE HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Michael D. Stures

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409



	Do you pass another personal needs?	Post Office during business	s hours while travelir	ng to or from work, or s	hopping, or for
		Yes 🗌		No	
	If yes, which offices:				

3.	If you now receive of if you currently received	arrier dellvery, there will live Post Office box servi	be no change to yo ce or general deliv	our delivery service - ery service, complete	proceed to question.
	a. How do you think present service?	carrier route delivery service	ce to a rural mailbox	near your home would	I compare with you
	Better 🛣	Just as Good 🔲	No Opinion 🔲	Worse	
	Please explain:	Let flome	After 9	Worse □ (.30 pm 0	ffice.
4,	For which of the follothese services?	wing do you leave your co	unity:	·	
	Shopping	0 Waton	9n		
	Personal needs	- Owaton	nh _		·
	Banking	0 Dwaton	1~		
	Employment	0 Owaton	nr		
	Social needs	0 Dwaton			,
5.	Do you currently us	e local businesses in busin	esses in your comm	unity?	
		Yes 💢		No 🗆	
	If yes, would you co	ontinue to use them if the P	ost Office is disconti	nued?	•
Na	ame: John	C PIVES		No 🗆	
	(please p	rint your name)	- Who i	4 n	
	ddress: <u>42/4</u>	2~31 HVC	1 10 K N		
Te	elephone number: 50	1)-951-6992	Date: 15	/11	

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



P	ostal Services	Daily	Weekly	Monthly	Never
a.	Buying stamps	. 🗆			
b.	Mailing letters	X			·
c.	Mailing parcels	A.			
d.	Picking up Post Office box mail	X			
e.	Picking up general delivery mail	Æ,			. 🗖
f.	Buying money orders				F
g.	Obtaining special services, including Certified mail, Registered mail, Insu Delivery Confirmation, or Signature Confirmation		· .	П	/
h		· —			X
	Sending Express Mail	· 📙	. 🚨		X
i.	Buying stamp-collecting material	. 🗆			1
O	ther postal services:	•			
a.	Entering permit mailings	Yes 🗌	No 🎞		
b.	Resetting/using postage meter	Yes 🗌	No 💆		
N	onpostal Services				
a.	Picking up government forms (such as tax forms)	Yes 🗆	No X		
b.	Using for school bus stop	Yes 🗌	No 🖈		•
C.	Assisting senior citizens, persons with disabilities, etc.	Yes 🗌	No ⊠	•	•
lf	yes, please explain:	·			
_			<u> </u>		
d.	Using public bulletin board	Yes 💆	No 🗆		
e.	Other	Yes 🗌	No 📋		•
lf y	yes, please explain:				•



MARY HERZOG

PO BOX 27 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely, Michael D. Stevens

MICHAEL STEVENS Manager, Post Office Operations 100 South First St. Room 409



personal needs?	Y	′es □	No		
If you currently rec	eive Post Om	ry, there will be no cl ice box service or ge	iletal delitery		
a. How do you think present service?	carrier route	delivery service to a ru	ral mailbox nea	r your home would	compare with
Better		od 🔲 No Op		Worse	
Please explain:					, , , , , , , , , , , , , , , , , , ,
· .					
		leave your community			
these services?	Owing do you	Community:	•		
Channing	₩	Λ 1			
Shopping Personal needs	፟	<u> </u>			
Banking	X	a selan.		·	
Employment	—	Owatonna			
Social needs		Owatoma			
Coolei Hooda		esses in businesses ir	your communi	ty?	
Do you currently u				No □	
Do you currently u		Yes 🔄		110	
		Yes 🖾	e is discontinuo		
if yes, would you	continue to us	Yes 🖽		ed?	
If yes, would you	continue to us	Yes 🔄 e them if the Post Offic Yes 🛣		ed?	
If yes, would you	continue to us	Yes 🗷		ed?	

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



,	rease check the appropriate box to i	ndicate	wheth	er you use	the HO	PE Post Of	fice for eac	h of the followi	n
F	Postal Services	1	Daily	1	Neekly	· · · · · · · · · · · · · · · · · · ·	onthly	Never	
2	n. Buying stamps					•)		
t	. Mailing letters						×		
c	. Mailing parcels	-					×		
d	. Picking up Post Office box mail		X						
е	. Picking up general delivery mail			•		*		×	
f.	Buying money orders		□ ·						
g	Obtaining special services, includir Certified mail, Registered mail, Ins Delivery Confirmation, or Signature Confirmation	ured ma	ail,	÷	· .				
L			<u></u>				Ľ X		
	Sending Express Mail							X	
ı.	Buying stamp-collecting material								
0	ther postal services:								
а	Entering permit mailings	Yes		No	À				
b	Resetting/using postage meter	Yes		No	X				
N	onpostal Services							•	
a.	Picking up government forms (such as tax forms)	Yes		No	友				
b.	Using for school bus stop	Yes		No	⊠(
C.	Assisting senior citizens, persons with disabilities, etc.	Yes		No					
lf	yes, please explain:	<u>. </u>		<u></u> .		·	<u> </u>	<u> </u>	
-									
d.	Using public bulletin board	Yes	X	· No			,		
e.	Other	Yes		No	X			•	
lf	yes, please explain:						_		



PATRICIA A CASSEN 9276 SW 37TH AVE BOX 8 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

 You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS Manager, Post Office Operations

100 South First St. Room 409

V. D. Stevens



					21000	Office for e	acis of all	e followi
Postal Services		Daily	. V	/eekly		Monthly		Never
a. Buying stamps				abla				
b. Mailing letters	•			凶				
c. Mailing parcels								风
d. Picking up Post Office box mail		X						
e. Picking up general delivery mail								KL
f. Buying money orders						×	•	
 g. Obtaining special services, included certified mail, Registered mail, In Delivery Confirmation, or Signature 	sured ma	ail,						
Confirmation								
h. Sending Express Mail								A
Buying stamp-collecting material						M		
Other postal services:								
a. Entering permit mailings	Yes		No					
b. Resetting/using postage meter	Yes		No	囡				
Nonpostal Services				·				
Picking up government forms (such as tax forms)	Yes		No	ዾ		·	٠.	
b. Using for school bus stop	Yes		No	Ź			٠	
c. Assisting senior citizens, persons with disabilities, etc.	Yes		No	Δ				
If yes, please explain:	 		· .					
d. Using public bulletin board	Yes		· No	沟				
e. Other	Yes	□ .	No	凶	÷			
If yes, please explain:			<u> </u>					



Do you pass another F personal needs?	Post Office during business nou Yes □	rs while traveling to or from work, or shopping, or No 🙇	
If yes, which offices:			
			
If you now receive c If you currently rece	arrier delivery, there will be r ive Post Office box service o	o change to your delivery service - proceed to r general delivery service, complete this secti	question on.
a. How do you think present service?		a rural mailbox near your home would compare v	
Better	Just as Good 🔲 No	Opinion 🗆 Worse 💢	C
Please explain:	It Wouldn't	Opinion Worse \ Other Larly	in.
$\underline{\hspace{1cm}}$	lay-		
For which of the follothese services?	wing do you leave your communit	nity? (Check all that apply.) Where do you go to	obtain
Shopping	<u> </u>		
Personal needs	X		 *.
Banking	X		·
Employment	·		
Social needs	🛛		
. Do you currently us	e local businesses in business		
	Yes 💢	No □	
if ves. would you co	ontinue to use them if the Post	Office is discontinued?	
	Yes A	No □	
Name:(please	print your name) the	Bay 8 Hape No 510	04
Address: <u>92/4</u>	CO 1/51- 2/10	- Notes 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	,
Telephone number: 🔼	7201542172618	Date:	

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



JERRY RYSAVY 10325 S CO RD 45 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date, if you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely, Michael D. Stevers

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409 Minneapolis, MN, 55401-9990



ersonal needs?	Yes 🗆	a de	No X	
		· · · · · · · · · · · · · · · · · · ·		
if you now receive	carrier delivery, there w	ill be no change to yo	our delivery service ery service, comple	- proceed to que te this section.
a. How do you think present service?	carrier route delivery se	rvice to a rural malibox	flear your floring wou	ild company man
Better 🗌	Just as Good 🔲	No Opinion	Worse	
Please explain:				
				<u></u>
For which of the fol these services?	lowing do you leave your	community? (Check a	all that apply.) Where	do you go to ot
	•			
Shopping	O			<i>)</i>
Shopping Personal needs	O			
• • -				
Personal needs				
Personal needs Banking Employment Social needs				
Personal needs Banking Employment Social needs				
Personal needs Banking Employment Social needs		usinesses in your come		
Personal needs Banking Employment Social needs Do you currently	use local businesses in b	usinesses in your comi	munity? No □ htinued?	
Personal needs Banking Employment Social needs Do you currently	use local businesses in b	usinesses in your comi	munity? No □ htinued?	
Personal needs Banking Employment Social needs Do you currently	use local businesses in b	usinesses in your comi	munity? No □ htinued?	

Please add any additional comments on a separate piece of paper and attach it to this form Thank you for taking the time to complete this questionnaire.

.



Postal Services	Daily	Weekiy	Monthly	Ne
a. Buying stamps				
o. Mailing letters				
c. Mailing parcels		· 🗖		. [
d. Picking up Post Office box mail				[
e. Picking up general delivery mail		. 🗖	. 🗖	[
f. Buying money orders				[
 Obtaining special services, including Certified mail, Registered mail, Instituted Technology Delivery Confirmation, or Signature Confirmation 	sured mail,			Ī
h. Sending Express Mail				l
i. Buying stamp-collecting material		. 🗆		· . [
Other postal services:				
a. Entering permit mailings	Yes 🗌	No 🗌	•	
b. Resetting/using postage meter	Yes 🗌	No 🗀	•	
Nonpostal Services				
Picking up government forms (such as tax forms)	Yes 🗌	No 🗆		
b. Using for school bus stop	Yes 🗌	No 🗆		
c. Assisting senior citizens, persons with disabilities, etc.	Yes 🗌	No 🗆		
If yes, please explain:	- hrw	· .		
d. Using public bulletin board	Yes □	No 🗆		
e. Other	Yes 🔲	No 🔲		
If yes, please explain:				



JOHN A. LENT 8043 CO RD 3 OWATONNA, MN 55060

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409

1 D. Stevens



Do you pass another personal needs?	Post Office during busine		to or from work, or shopping, or for
	Yes 🗌		No 🗵
If yes, which offices:			
If you currently rec	eive Post Office box ser	VICE OF General delive	ur delivery service - proceed to que ry service, complete this section. near your home would compare with
present service?	Carrier Todie donvery ser		•
Better	Just as Good	No Opinion 🔲	Worse
Please explain:			
these services?	Con	nmunity:	that apply.) Where do you go to ob
Personal needs	X	<u> </u>	
Banking	X a water	wa-	
Employment	Return		
Social needs			
Do you currently u	use local businesses in bu	sinesses in your comm	unity?
	Yes 🔼		No 🗆
if ves. would You	continue to use them if the	e Post Office is disconti	nued?
yee,	Yes 🔀		No □
Name: Joh	N A. h	ENT	
(biess)	3 co. Rd.	3. Owator	15, 2011
Address:	5011111	note: Jus	ne 15, 2011
Telephone number:	Jor- 751-10Z	Z Davo.	

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



· loude c	check the appropriate box to in	dicate whethe	r you use the	HOPE Post Office for	or each of the following
Postal S	Services	Daily	Wee	kly Monti	nly Never
a. Buyir	ng stamps		. [X	I 🗆
b. Mailii	ng letters				ſ □
c. Mailir	ng parcels		Ē] K	L 🗆
d. Picki	ng up Post Office box mail		Е] [
e. Picki	ng up general delivery mail] [] 💆
f. Buyir	ng money orders] 🔼
Certi Deliv	ining special services, includir fied mail, Registered mail, Inst ery Confirmation, or Signature irmation	red mail,		J	
h. Send	ling Express Mail		Е] 🔀	ı
i. Buyir mate	ng stamp-collecting rial				1
Other p	ostal services:				
a. Ente	ering permit mailings	Yes 🔲	No 💆		
b. Res	etting/using postage meter	Yes 🔲	No ∫	₹.	
Nonpos	tal Services	•		•	
	ng up government s (such as tax forms)	Yes 🗌	No ⅓	7	•
b. Using	g for school bus stop	Yes 🗌	No 🄀	<u> </u>	
	sting senior citizens, ons with disabilities, etc.	Yes 🗌	No [2	Z	
If yes, p	lease explain:				
d. Using	g public bulletin board	Yes 🗆	No ∑	<u> </u>	
0.0	r	Yes 🗌	No ≯		
e. Othe					



GEORGIA L. VINCENT 8370 COUNTY RD 3 OWATONNA, MN 55060

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409

rel D. Stevers



•	Yes 🗌		No 💢
yes, which offices:			
you now receive	carrier delivery, there veries Post Office box se	will be no change to you ervice or general deliver	r delivery service - proceed to quy y service, complete this section
. How do you thin! resent service?	carrier route delivery se	ervice to a rural mailbox n	ear your home would compare with
etter 🗌	Just as Good		Worse 🔲
Please explain:			
For which of the fol hese services?		r community? (Check all ommunity:	that apply.) Where do you go to o
Shopping			
Personal needs			
Personal needs	· 	•	
Banking Employment Social needs			
Banking Employment Social needs			nity?
Banking Employment Social needs Do you currently u	□use local businesses in b	usinesses in your commu	nity?
Banking Employment Social needs Do you currently u	□use local businesses in b		nity?
Banking Employment Social needs Do you currently u	use local businesses in b Yes Continue to use them if the	usinesses in your commu	nity?
Banking Employment Social needs Do you currently to If yes, would you me: Georga	use local businesses in b Yes continue to use them if the state of	nusinesses in your communities he Post Office is disconting	nity? No □ ued? No □
Banking Employment Social needs Do you currently to If yes, would you me: Georga	use local businesses in b Yes continue to use them if the state of	nusinesses in your communities he Post Office is disconting	nity? No □ ued?



Please check the appropriate box to	maicate	wiietiiei	you use	ine HO	'E Post (Office for e	each of th	ie followir
Postal Services		aily	٧	Veekly		Monthly	•	Never
a. Buying stamps						X		
b. Mailing letters				$\mathbf{\Sigma}$				
c. Mailing parcels			•			M		
d. Picking up Post Office box mail								
e. Picking up general delivery mail					•			
f. Buying money orders								
 g. Obtaining special services, includ Certified mail, Registered mail, Inc Delivery Confirmation, or Signatur 	sured ma	aîl,	÷					
Confirmation					•	. 🗆		
h. Sending Express Mail						囡	f	
Buying stamp-collecting material								. 🗀
Other postal services:								
a. Entering permit mailings	Yes		No			-		
b. Resetting/using postage meter	Yes		No					
Nonpostal Services				•				
Picking up government forms (such as tax forms)	Yes		No					
b. Using for school bus stop	Yes		No					
 Assisting senior citizens, persons with disabilities, etc. 	Yes		No					
If yes, please explain:								· · · · · · · · · · · · · · · · · · ·
								-
d. Using public bulletin board	Yes		No	<u></u>				
e. Other	Yes	Ц	No					
If yes, please explain:		: -	-:					
								



MARY SHERVA **PO BOX 82** HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

 You expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS Manager, Post Office Operations 100 South First St. Room 409

red D. Stevens



rsonal needs?	Post Office during business hours while traveling to or from work, or shopping, or for Yes No	
yes, which offices:		
you currently rec	arrier delivery, there will be no change to your delivery service - proceed to question ive Post Office box service or general delivery service, complete this section.	
. How do you think resent service?	carrier route delivery service to a rural mailbox near your home would compare with you	Г
etter 🗌	Just as Good No Opinion Worse W	٦
lease explain:	5ther 6021 011102 Low Call	νQ
9 place		
maith,	d line and joint livit	
or which of the fol	wing do you leave your community? (Check all that apply.) Where do you go to obtain	
nese services?	Community:	
Shopping	N owgtonna - Austin	
Personal needs	D owgtonng - Austin	
	No owatonna- Rochester	
Banking	T Owg tonng	
Employment	1. Austrus Raches	16
Social needs	had	•
Do you currently u	e local businesses in businesses in your community?	
	Yes 🛣 No □	
If yes, would you	ontinue to use them if the Post Office is discontinued?	
	Yes □ No 🗖	
me:(please	print your name)	•
tress:	D BOX 82	
ephone number:	67-456-6898 Date: 6-16-2011	•



Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps		Ø		
b. Mailing letters		Z		
c. Mailing parcels			Ø	
d. Picking up Post Office box mail	Ø			
e. Picking up general delivery mail	Ø			
f. Buying money orders	, 🗆			Ø
 g. Obtaining special services, includi Certified mail, Registered mail, Ins Delivery Confirmation, or Signature Confirmation 	ured mail,		–	4
			⊔ ⊢ ⁄	· Æ
h. Sending Express Mail		ĻJ	Ы	. Li
Buying stamp-collecting material				\square
Other postal services:				
a. Entering permit mailings	Yes □	No 🗹		
b. Resetting/using postage meter	Yes 🗌	No 🗵		
Nonpostal Services		•		·.
Picking up government forms (such as tax forms)	Yes 🔲	No 💆		
b. Using for school bus stop	Yes 🗌	No 🗹		
c. Assisting senior citizens, persons with disabilities, etc.	Yes 🗌	No 🗹		
If yes, please explain:	<u>-</u>			
		1		
d. Using public bulletin board	Yes 🗌	No 🗹		
e. Other	Yes 🗌	Nó 🗖		
If yes, please explain:				



NANCY BOSSHART 9260 37TH AVE SW HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

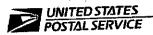
If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

Midwel D. Sturks

MICHAEL STEVENS Manager, Post Office Operations

100 South First St. Room 409



ersonal needs?	Yes 🗆	No 🗷	
yes, which offices:			
	-		
ic	Post Office box out its	e no change to your delivery service or general delivery service, comple	
a. How do you think car present service?	rier route delivery service	to a rural mailbox near your home wou	ld compare with)
·	ust as Good	No Opinion Worse	40
Please explain:	ike to htv:	the Post Office	one
FAI H	7DE		
For which of the following	ng do you leave your com	munity? (Check all that apply.) Where	do you go to ob
these services?	Commu	inity:	
Shopping			
Personal needs	D OWATUNINI	4	
Banking	W HODE	1/4	
Employment	W OWATON		
Social needs			
. Do you currently use		esses in your community?	,
	Yes 🔟	No □	
If yes, would you cor	ntinue to use them if the P	ost Office is discontinued?	
	Yes 🗆	NO LE	
Name: • NAN CY (please pr	int your name)	1 22 2 11	-
Address: <u>9260</u>	3749 AVESW 1	tope MN. 56046 Date: JUNE 14,11	- ·
Telephone number:		Date: <u>JUNE 14/1</u>	



Please check the appropriate box	to indicate whether ye	ou use the HOPE	Post Office for each	of the following
Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps			<u> </u>	
b. Mailing letters			, \square	
c. Mailing parcels				
d. Picking up Post Office box mail		· . 🗆		
e. Picking up general delivery mai	il 🗂			
f. Buying money orders				· 🗖
 g. Obtaining special services, incl Certified mail, Registered mail, Delivery Confirmation, or Signa Confirmation 	Insured mail,		·	
h. Sending Express Mail				П
Buying stamp-collecting material	. 🗆			
Other postal services:			-	•
a. Entering permit mailings	Yes 🗌	No 🗌		
b. Resetting/using postage meter	r Yes 🗌	No 🗌		
Nonpostal Services			4.	
Picking up government forms (such as tax forms)	Yes 🗌	No 🗆		
b. Using for school bus stop	Yes 🗌	No 🔲		
c. Assisting senior citizens, persons with disabilities, etc.	Yes 🗌	No 🗆		· · · · · · · · · · · · · · · · · · ·
If yes, please explain:		·		· • •
				
d. Using public bulletin board	Yes 🗹	No 🗆		
e. Other	Yes 🔲	No 🗌		
If yes, please explain:				<u> </u>
	· · · · · · · · · · · · · · · · · · ·			·
			· · · · · · · · · · · · · · · · · · ·	



CURRENT RESIDENTS

PO BOX 56 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

in response to your letter:

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409

Q D. Stevens



ersonal needs?	Yes 🗌		No 🕱	
yes, which offices:				· · · · · · · · · · · · · · · · · · ·
	, , , , , , , , , , , , , , , , , , ,			
If you now receive	carrier delivery, there wil ceive Post Office box serv	ະ Il be no change to you	ır delivery service - pr	oceed to ques
a. How do you thinl present service?	k carrier route delivery serv	ice to a rural mailbox n	ear your home would c	ompare with y
Better 📮	Just as Good	No Opinion 🔀	Worse 🗌	
Please explain:	ail secured a	post office, a	nd is locked	away
from public				
	,,			· .
	lowing do you leave your c	ommunity? (Check all	that apply.) Where do	ou go to obta
these services?	Com	munity:	•	•
Shopping	D Owatonna			
Personal needs	& Austin, Roch		a Medford	
Banking	12 Medford, Ow	atonna		
Employment	& Owatonna,			
Social needs	-		· ·	
Do you currently u	se local businesses in busi	nesses in your commu	nity?	•
•	Yes 🕱		No 🗆	
If yes, would you	continue to use them if the	Post Office is discontin	ued?	
• • •	Yes 🛣	<u>.</u>	No □	
ame: Curren	+ Residents		·	
(please	print your name)	•		
address: Po. P	DOX Sto Hope	Date 10/10/2	460	
'elephone number: _	· · · · · · · · · · · · · · · · · · ·	Date 6 110 6	<u>v/ </u>	



F	ostal Services	į	Daily		Weekly	Month	ily Nevei
a.	Buying stamps					*	
b.	Mailing letters		. 🗖		Ø		
C.	Mailing parcels	•					¾
d.	Picking up Post Office box mail		A			. 🗖	<i>T</i>
e.	Picking up general delivery mail		×				
f.	Buying money orders						▽
g.	Obtaining special services, include Certified mail, Registered mail, In Delivery Confirmation, or Signatu Confirmation	sured m	nail,	e sedino. An	_	u mitata ke a Si	
h			Ц				X
	Sending Express Mail						X
i.	Buying stamp-collecting material						₩
Ot	her postal services:	، نه	*	• • • •			75
a.	Entering permit mailings	Yes					•
b.	Resetting/using postage meter	Yes		No		ing the state of t	
No	npostal Services		-	-**	• •		
₹.	Picking up government forms (such as tax forms)	Yes	×	No			•
Э.	Using for school bus stop	Yes		No	A	· •	,
s. <i>i</i>	Assisting senior citizens, persons with disabilities, etc.	Yes		No	M		
f ye	es, please explain:					* 1 t 1 mst 2 2 es	
				61 E V 1			
				4,			<u>, , , , , , , , , , , , , , , , , , , </u>
	Jsing public bulletin board	Yes	X	No			
	Other	Yes		No		•	
ye	es, please explain:	_ ·					



JAMES THOMPSON 9151 37TH AVE SW HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409

O. Stevens



ersonal needs?	Yes 🗌	No 🗹	
yes, which offices			
f you currently re-	ceive Post Office box service or ge	nange to your delivery service - pro neral delivery service, complete thi	s sectioi
a. How do you thin present service?	k carrier route delivery service to a ru	ral mailbox near your home would cor	mpare wit
Better □	Just as Good ☐ No Op	inion Worse	
Please explain:	A lot of times I		
need he	Ip making sure	that I am picking	the
COINCLY S	entes		
these services?	Community:	? (Check all that apply.) Where do yo	· .
Shopping		.	
Personal needs		· · · · · · · · · · · · · · · · · · ·	
Banking			
Employment			
Social needs			
	use local businesses in businesses in	your community?	
	use local businesses in businesses in	your community? No	
Do you currently (No 🗆	
Do you currently t	Yes	No 🗆	
Do you currently u	Yes Continue to use them if the Post Office	No □ e is discontinued?	
Do you currently t	Yes Continue to use them if the Post Office	No □ e is discontinued?	

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Services	Daily	Weekly	Monthly	Neve
a. Buying stamps			Ž	
o. Mailing letters				
c. Mailing parcels				
d. Picking up Post Office box mail	Ø			
e. Picking up general delivery mail	ø		. 🗆	
. Buying money orders	/_			Z
 Obtaining special services, includ Certified mail, Registered mail, In Delivery Confirmation, or Signatur 	sured mail,		į	
Confirmation			\not	
h. Sending Express Mail				7
i. Buying stamp-collecting material				1
Other postal services:				
a. Entering permit mailings	Yes 🗌	No 🗹		
b. Resetting/using postage meter	Yes 🗆	No 💆		
Nonpostal Services				
Picking up government forms (such as tax forms)	Yes 🗌	No 🗹		
b. Using for school bus stop	Yes 🗌	No 🗹		
 Assisting senior citizens, persons with disabilities, etc. 	Yes 🗌	No 🖊		
If yes, please explain:	· · · · · · · · · · · · · · · · · · ·			· · · · · · · · · · · · · · · · · · ·
d. Using public bulletin board	Yes Z	No □		-
e. Other	Yes □	No 🗌		
If yes, please explain:	,			



KEVIN BERNHARDT-FIRST NATL BANK OF WASECA 9087 SW 37TH AVE HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely, Michael D. Stevens

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409 Minneapolis, MN, 55401-9990



If yes, which offices: Ellendale Ellendale To The miles from Hope. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service? Better	Do you pass another personal needs?	Post Office during business hours while traveling to or from work, or shopping, or for Yes No
## Address: S S Clear Labrua - Segge ## Address: S Clear Clear Labrua - Segge ## Address: S Clear Labrua - Segge ## Address	<u>Ellendale</u>	Ellenela la is 71/2 miles from Hope.
Better Just as Good No Opinion Worse	If you now receive	carrier delivery, there will be no change to your delivery service - proceed to question 4. eive Post Office box service or general delivery service, complete this section.
Please explain: For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? Community: Shopping Masscar - Owatorias Personal needs Banking Employment Social needs Masscar - Owatorias Book of Wasscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in businesses in your community? Yes Masscar - Owatorias No University use local businesses in your community? Yes Masscar - Owatorias No University use local businesses in your community? Yes Masscar - Owatorias No U	a. How do you think present service?	carrier route delivery service to a rural mailbox near your home would compare with your
For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? Community: Shopping Masseca - Owatones. Personal needs Banking Employment Social needs Musseca - Owatones Social needs Musseca - Owatones No If yes, would you continue to use them if the Post Office is discontinued? Yes A No No Name: Levin Dern hand + First National Bank of Wasica - Hope Community (Polease print your name) Address: 15 16 Chear bake Dr. Ubseca - 56093 Hope, 7nn 560 Telephone number: 507-399-1452 Date: 6-14-11 Social needs No Community: No Com	Better 🔲	Just as Good ☐ No Opinion ☐ Worse ☑
For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? Community: Shopping \(\mathbb{Y} \) \(\mathbb{Wasica} - \text{Owatorks} \) Personal needs \(\mathbb{Z} \) \(\mathbb{Wasica} - \text{Owatorks} \) Banking \(\mathbb{D} \) Employment \(\mathbb{D} \) Social needs \(\mathbb{M} \) \(\mathbb{Uasica} - \text{Owatorks} \) 5. Do you currently use local businesses in businesses in your community? Yes \(\mathbb{M} \) No \(\mathbb{D} \) If yes, would you continue to use them if the Post Office is discontinued? Yes \(\mathbb{M} \) No \(\mathbb{D} \) Name: \(\mathbb{N} \) \(\mathbb{D} \) \(\mathbb{N} \) \(\mathbb{D} \) \(\mathbb{N} \) \(\mathbb{D} \)	Please explain:	
Personal needs Banking Employment Social needs Marseca - Owatorka 5. Do you currently use local businesses in businesses in your community? Yes No If yes, would you continue to use them if the Post Office is discontinued? Name: Yes No No No Name: No Pern hard + First National Bask of Wasica - Hope Completes print your name) Address: 15 16 Clear bake Dr. Uberica - 56093 Hope, 7nn 560 Telephone number: 507-399-1432 Date: 6-14-11 So7-451-5818	. For which of the foll these services?	owing do you leave your community? (Check all that apply.) Where do you go to obtain Community:
Banking Employment Social needs Mussica - Owatorka 5. Do you currently use local businesses in businesses in your community? Yes M No If yes, would you continue to use them if the Post Office is discontinued? Yes M No No No Name: Levin Dern hard + - First National Bank of Wasica - Hope Completes print your name) Address: 15 16 Clear hard Dr. Wasica - 56093 Hope, Min 560 Telephone number: 507-399-1452 Date: 6-14-11 S07-451-5918	Shopping	M Wasion - Owatoria
Social needs Social needs Wasser - Owatorna	Personal needs	
Social needs League a - Owatorka	Banking	
Solution of the post of the Post Office is discontinued? Yes \begin{align*} No \Box Yes \box No \Box No \Box No \Box No \Box No \Box Name: \begin{align*} No \Box No	Employment	
If yes, would you continue to use them if the Post Office is discontinued? Yes \ No \ N	Social needs	■ leragera - Owatonna
If yes, would you continue to use them if the Post Office is discontinued? Yes \ No \ N	5. Do you currently u	se local businesses in businesses in your community?
Name: No Dern hard + First National Bank of Wasica-Hope Confices print your name) Address: 1516 Clear Lake Dr. Uterica-56093 Hope, 7nn 560 Telephone number: 507-399-1452 Date: 6-14-11 507-451-5818		Yes ⊠ No □
Address: 15 16 Clear backe 11. Ulasca- 3609 Hope, 7nn 560 Telephone number: 507-399-1452 Date: 6-14-11 507-451-5818	If yes, would you	continue to use them if the Post Office is discontinued?
Telephone number: 507-399-1452 Date: 6-14-11 507-451-5818	Name: Keuin (please	Yes I No [] No []
	Telephone number: _	507-399-1452 Date: 6-14-11 507-451-5818

Thank you for taking the time to complete this questionnaire.



Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps			×	
b. Mailing letters	M			
c. Mailing parcels		凶		
d. Picking up Post Office box mail	×			
e. Picking up general delivery mail	lacktriangledown			
f. Buying money orders				×
 g. Obtaining special services, include Certified mail, Registered mail, In Delivery Confirmation, or Signatu Confirmation 	sured mail,	×		
h. Sending Express Mail			X	
i. Buying stamp-collecting material				×
Other postal services:				
a. Entering permit mailings	Yes 🗌	No 🔀		
b. Resetting/using postage meter	Yes 🗌	No 🗵		
Nonpostal Services				
Picking up government forms (such as tax forms)	Yes 🗌	No ∑		
b. Using for school bus stop	Yes 🗌	No 🔽	•	
 Assisting senior citizens, persons with disabilities, etc. 	Yes □	No 🔽		
If yes, please explain:				
d. Using public bulletin board	Yes 🗌	No 🔀		
e. Other	Yes 🗌	No 🔃		
If yes, please explain:				



06/21/2011

JAMES KRAUSE

BOX 86 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

 You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409

Q D. Stevens



	Do you pass another personal needs?	Post Office during busines	s hours while traveli	ng to or from work, or sh	opping, or for
	personal necus:	Yes □		No 🖸	
	If yes, which offices:				
3.	If you now receive of	carrier delivery, there will eive Post Office box serv	be no change to y	our delivery service - p ery service, complete t	roceed to question 4 his section.
	a. How do you think present service?	camer route delivery servi	ce to a rural mailbox	near your home would o	compare with your
	Better □	Just as Good 🔲	No Opinion 🔲	Worse 🔽	
	Please explain:	2 don't m	ant a	mailbox	
4.	For which of the foliothese services?	wing do you leave your co	mmunity? (Check a	Il that apply.) Where do	you go to obtain
	Shopping				· · · · ·
	Personal needs	—			
	Banking				
	Employment	O			
	Social needs	V DWGT	anna		
5.	Do you currently us	e local businesses in busin	esses in your comm	unity?	
		Yes 🛈	•	No 🗆	
	If yes, would you co	ntinue to use them if the P	ost Office is disconti	nued?	•
		Yes 🔟		No 🔲	
Na	me:(please p	anas K	vause		
Ad	dress: Bax	Sb Hope	m/ 5	6046	
	lephone number: _5	074513043	Date: b-	4-11	• .



Postal Services	D	aily	·W	eekly	Monthly	Never
a. Buying stamps						
b. Mailing letters					. 🗆	
c. Mailing parcels				₽Z/	· 🗖 .	
d. Picking up Post Office box mail		Ø				
e. Picking up general delivery mail				d		
f. Buying money orders						
g. Obtaining special services, includir Certified mail, Registered mail, Ins Delivery Confirmation, or Signature Confirmation	ured ma	il,	,			
h. Sending Express Mail					. 🗆	
i. Buying stamp-collecting material	•					d
Other postal services:						
a. Entering permit mailings	Yes		No			
b. Resetting/using postage meter	Yes		No	52		
Nonpostal Services						
Picking up government forms (such as tax forms)	Yes		No	D.		
b. Using for school bus stop	Yes		No			`
 Assisting senior citizens, persons with disabilities, etc. 	Yes		No	,		
If yes, please explain:				···································	<u> </u>	<u> </u>
d. Using public bulletin board	Yes		No		•	
e. Other	Yes		No			
If yes, please explain:						



06/21/2011

SUNOPTA 3824 SW 93RD ST BOX 128 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

 You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409

1 D. Stevens



	personal needs?	r Post Office during business hours while traveling to or from work, or shopping, or for
	•	Yes ☐ No 🗖
3.		carrier delivery, there will be no change to your delivery service - proceed to question 4. ceive Post Office box service or general delivery service, complete this section.
	a. How do you think present service?	k carrier route delivery service to a rural mailbox near your home would compare with your
	Better 🔲	Just as Good ☐ No Opinion ☐ Worse 🕏
	Please explain:	wouldn't receive mail as early
	as we	e do now.
4.	For which of the foll these services?	llowing do you leave your community? (Check all that apply.) Where do you go to obtain
L	mese services	Community:
>	Shopping	
	Personal needs	
	Banking	
	-	
	Employment	
	Employment Social needs	
5	Employment Social needs	use local businesses in businesses in your community?
5	Employment Social needs Do you currently u	use local businesses in businesses in your community? Yes X No
5	Employment Social needs Do you currently u	use local businesses in businesses in your community? Yes X No continue to use them if the Post Office is discontinued?
5	Employment Social needs Do you currently u If yes, would you	use local businesses in businesses in your community? Yes No continue to use them if the Post Office is discontinued? Yes No
	Employment Social needs Do you currently u If yes, would you o	use local businesses in businesses in your community? Yes No Continue to use them if the Post Office is discontinued? Yes No Continued?
	Employment Social needs Do you currently u If yes, would you c Name:	use local businesses in businesses in your community? Yes No continue to use them if the Post Office is discontinued? Yes No



Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps			X	
b. Mailing letters	×			
c. Mailing parcels		X		
d. Picking up Post Office box mail	5			
e. Picking up general delivery mail	X			
f. Buying money orders				X
 g. Obtaining special services, includir Certified mail, Registered mail, Ins Delivery Confirmation, or Signature 	ured mail,			_
Confirmation	Ш	X		
h. Sending Express Mail				
 Buying stamp-collecting material 		· · · · · · · · · · · · · · · · · · ·		×
Other postal services:	•	• .	· .	
a. Entering permit mailings	Yes 🗌	No 🗵		
b. Resetting/using postage meter	Yes 🗌	No 🕱	•	
Nonpostal Services				
Picking up government forms (such as tax forms)	Yes 🛛	No 🔲		
b. Using for school bus stop	Yes 🗌	No 🕱	* ,	
 Assisting senior citizens, persons with disabilities, etc. 	Yes 🗌	No 🔀		•
If yes, please explain:				
d. Using public bulletin board	Yes 🗌	No 🕱		
e. Other	Yes 🗌	No 🔲	*	
If yes, please explain:				·



06/21/2011

JANE ENGEL

PO BOX 75 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely, Michael D. Stevens

MICHAEL STEVENS Manager, Post Office Operations 100 South First St. Room 409



personal needs?	Yes 🗆	1	No 🖸	
•				
If you now receive (carrier delivery there w	vill be no change to you rvice or general deliver	r delivery service -	proceed to qu
a. How do you think present service?	carrier route delivery se	rvice to a rural mailbox ne	ear your home would	d compare wit
Better	Just as Good	No Opinion 🔲	Worse 🗹	•
		· · · · · · · · · · · · · · · · · · ·		
			•	
For which of the follothese services?		community? (Check all the characters)	hat apply.) Where o	do you go to o
Shopping	1 Owaton	na		
Personal needs	- Dwaton	na		·
Banking	_ <i>NA</i>			
Employment	□ <u> </u>			
Social needs	D_NA			
Do you currently us	se local businesses in bu	sinesses in your commun	ity?	
	Yes 🔽		No 🗆	
If yes, would you c	ontinue to use them if the	e Post Office is discontinu	ied?	•
me: Jane	Engel Yes 12		No 🗆	
dress: $POBC$	print yedr name) X 75			
lephone number: $\underline{5}$	07/451-3643	Date: <u>6 -/ 4 ·</u>	<u>//</u>	-
ease add any additio	/ nat comments on a sepa le time to complete this o	arate piece of paper and a	ittach it to this form.	



Postal Services	[Daily	V	/eekly	Monthly	Never
a. Buying stamps						
b. Mailing letters						
c. Mailing parcels					□	
d. Picking up Post Office box mail						
e. Picking up general delivery mail	é					
f. Buying money orders						
 g. Obtaining special services, includir Certified mail, Registered mail, Ins Delivery Confirmation, or Signature Confirmation 	ured ma	ail,		-		
						. Li
h. Sending Express Mail		Ц		L	<u>U</u>	
 Buying stamp-collecting material 			* .			
Other postal services:						
a. Entering permit mailings	Yes		No			
b. Resetting/using postage meter	Yes		No		•	5
Nonpostal Services				•		
Picking up government forms (such as tax forms)	Yes		No			
b. Using for school bus stop	Yes		No	<u> </u>		
 Assisting senior citizens, persons with disabilities, etc. 	Yes		No			
If yes, please explain:						
					<u> </u>	
d. Using public bulletin board	Yes	区	No			
e. Other	Yes		No			
If yes, please explain:			٠			



06/21/2011

STEVEN JENSEN PO BOX 54 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Michael D. Stewers

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409



2.	Do you pass another personal needs?		ring business	hours while travelin	g to or from work, or s	hopping, or for
	If yes, which offices:	Owa	<u>Γ΄.</u>			
3.	If you currently rec	eive Post Offi	ce box servi	Ce of delicial delias	our delivery service - ery service, complete	
	a. How do you think present service?	carrier route o	·		near your home would	i compare with your
	Better	Just as Goo	9 F	No Opinion	Worse	
	Please explain:					
				<u> </u>		:
4.	For which of the foll these services?		Comm	nunity:	il that apply.) Where o	
	Shopping	•	_			
	Personal needs	₱ 0 1	vat.			· · · · · · · · · · · · · · · · · · ·
	Banking					
	Employment	A 0 v	<u> 197 . </u>			<u> </u>
	Social needs					<u> </u>
ξ	5. Do you currently u	se local busine		nesses in your comm	unity?	
	•		Yes		No 🗆	
	If yes, would you	continue to use	them if the F	Post Office is discont	inued?	
			–		No DA	
	Name: 5 7 6	ren J	ense	n		
	Name: Stell (please Address: P.O. Address: Telephone number: /	print your name 304 らん	नु ३६४१२	SW9127 HOPC,MM	,56046	
	Tolonhone number	-507-39	10-5887	Date: 6-11	+1/	
	I DIGNITATION HALLED					



Postal Services	Daily	Weekly	Monthly	Neve
a. Buying stamps			×	
o. Mailing letters			X	
c. Mailing parcels				A
d. Picking up Post Office box mail	本			
e. Picking up general delivery mail	本			
f. Buying money orders				A
 Obtaining special services, includ Certified mail, Registered mail, In- Delivery Confirmation, or Signature 	sured mail,			
Confirmation			本	
n. Sending Express Mail				A
. Buying stamp-collecting material			A	
Other postal services:			. • •	
a. Entering permit mailings	Yes 🗌	No A	• • • •	
b. Resetting/using postage meter	Yes 🗌	No D		
Nonpostal Services				
Picking up government forms (such as tax forms)	Yes 🗌	No D	•	
b. Using for school bus stop	Yes 🗌	No 🖈		
c. Assisting senior citizens, persons with disabilities, etc.	Yes 🗌	No to		
If yes, please explain:		·		
d. Using public bulletin board	Yes 🗍	No 🗡		
e. Other	Yes 🗌	No D		
If yes, please explain:		· .		



06/21/2011

LORI ANN BOYSEN 9323 37TH AVE BOX 116 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409 Minneapolis, MN, 55401-9990

1 D. Stevens



	Yes 🖸	•	lo 🔲	
yes, which offices:	Owatonn	<u>>-</u>		<u>-</u>
you now receive c	ive Post Office box ser	II be no change to you vice or general deliver	r delivery service - proceed to o y service, complete this section ear your home would compare w	
Better 🔲	Just as Good			
Please explain:	<u> </u>	<u> </u>		_
<u> </u>				
	owing do you leave your o		hat apply.) Where do you go to	
	10 10 101 100	10.0	<u> </u>	
Shopping	_			
	Dwaton	na		
Personal needs	Dwator	na		
Shopping Personal needs Banking Employment	D Owator	na		
Banking	D Owator	na		
Personal needs Banking Employment Social needs	D Owator	na		
Personal needs Banking Employment Social needs	D Owator	wow.		
Personal needs Banking Employment Social needs Do you currently us	Dwaton Cowaton Be local businesses in bus Yes	sinesses in your commun	nity?	
Personal needs Banking Employment Social needs Do you currently us	Dwaton Dwaton Dwaton Delocal businesses in bus	sinesses in your commun	nity?	
Personal needs Banking Employment Social needs Do you currently us If yes, would you co	Dwaton Dwaton Dwaton Delocal businesses in bus Yes Delocal businesses in bus Yes Delocal businesses in busine	sinesses in your commune Post Office is discontinued.	nity? No □ ued? No □	



Postal Services		Saib e					of the followin
	Ł	Daily	W	eekly	Мо	nthiy	Never
a. Buying stamps						☑ ·	
b. Mailing letters	٠						
c. Mailing parcels					* .		
d. Picking up Post Office box mail							
e. Picking up general delivery mail							
f. Buying money orders					•		
 g. Obtaining special services, includ Certified mail, Registered mail, In Delivery Confirmation, or Signature 	sured ma	ail,			v.		
Confirmation							
h. Sending Express Mail							
Buying stamp-collecting material							
Other postal services:							
a. Entering permit mailings	Yes	. 🗆	No		,		
b. Resetting/using postage meter	Yes		No				
Nonpostal Services							
Picking up government forms (such as tax forms)	Yes		No				
b. Using for school bus stop	Yes		No	0		·	
c. Assisting senior citizens, persons with disabilities, etc.	Yes		No				,
If yes, please explain:							
d. Using public bulletin board	Yes		No				
e. Other	Yes		No				
If yes, please explain:			•				



06/23/2011

MILDRED STOCKWELL 8725 37TH AVE PO BOX 33 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely, Michael D. Stewes

MICHAEL STEVENS Manager, Post Office Operations 100 South First St. Room 409



	Yes □		o or from work, or shop o 🖄	
If yes, which offices	:			·
a. How do you thin	carrier delivery, there w ceive Post Office box se k carrier route delivery se	rill be no change to your rvice or general delivery	delivery service - pro service, complete th	ceed to ques is section.
present service?	Just as Good ፟፟፟፟፟፟፟፟	No Opinion	Worse	
Please explain:	·			·
				7
	llowing do you leave your			* .
Shopping	□ Walman	t Owalon	na	
Personal needs		11		
Banking	- WPB			
Employment				·
Social needs				
5. Do you currently u	use local businesses in bu	sinesses in your communi	ty?	
	Yes 🛚		No 🗆	* .
	continue to use them if the	Post Office is discontinue	ed?	
If yes, would you				
If yes, would you	Yes 💢	•	No 🔲	
Name: 17:12	40 N .5TD	ckwell_		
Name:	Yes $\sqrt{\frac{1}{2}}$ Yes $\sqrt{\frac{1}{2}}$ $\sqrt{\frac{1}{2$	SWOND B	1433 Hope	, Mn



Postal Services	Daily	W	eekly	Monthly	Neve
a. Buying stamps				Ø	
o. Mailing letters			X		
c. Mailing parcels					
d. Picking up Post Office box mail	Ø		□ ·	· 🗆 .	. 🗆
e. Picking up general delivery mail					
f. Buying money orders					Ø
 g. Obtaining special services, includir Certified mail, Registered mail, Ins Delivery Confirmation, or Signature 	ured mail,				
Confirmation					Z į
h. Sending Express Mail					图
i. Buying stamp-collecting material	, . . .				
Other postal services:					
a. Entering permit mailings	Yes 🗌	No	⊠ ′		
b. Resetting/using postage meter	Yes 🗌	No	×		
Nonpostal Services					
Picking up government forms (such as tax forms)	Yes 🗌	No	Z		
b. Using for school bus stop	Yes 🗌	No	Ø	•	
c. Assisting senior citizens, persons with disabilities, etc.	Yes 🗌	No	対		
If yes, please explain:	,				
d. Using public bulletin board	Yes 🗌	No	\$		
e. Other	Yes 🗌	No			
If yes, please explain:					



06/23/2011

KEN & VESTA SCHILLER 8726 SW 37TH AVE PO BOX 62 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date, if you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,
Middle D, Steward

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409



Do you pass another	Post Office during business hours while traveling to or from work, or shopping, or for
personal needs?	Yes ⊠ No □
If yes, which offices:	Owatonna offices, Ny-Dee
If you currently rec	carrier delivery, there will be no change to your delivery service - proceed to question eive Post Office box service or general delivery service, complete this section.
a. How do you think present service?	carrier route delivery service to a rural mailbox near your home would compare with your
Better 🎏	Just as Good ☑ No Opinion ☐ Worse ☐
	When arriving at home after 5:00 Pm &
would be	ave to get my meas:
For which of the foll- these services?	owing do you leave your community? (Check all that apply.) Where do you go to obtain Community:
Shopping	De Owatonna
Personal needs	XOwatonna
Banking	B Hope
Employment	✓ Owatonna
Social needs	& Owatonna
. Do you currently us	se local businesses in businesses in your community?
•	Yes ⊠ No □
If yes, would you	continue to use them if the Post Office is discontinued?
	Yes 🗹 No 🗔
Name: Ken +	Vesta Schiller print your name)
(please Address: <u>8724</u>	SW 37th Ave P.O Box 67 Hope, Mn
	07-455-0698 Date: 6. 20.11
relebuoue unimper: =	



Postal Services		Daily	V	eekly/		M	lonthly		Neve
a. Buying stamps							\mathbf{z}		
b. Mailing letters							\bowtie		
c. Mailing parcels								<i>i</i>	X
d. Picking up Post Office box mail		Ø							` 🔲
e. Picking up general delivery mail		⊠	•						
f. Buying money orders	4				•	•			Z *
 g. Obtaining special services, includir Certified mail, Registered mail, Ins Delivery Confirmation, or Signature Confirmation 	ured ma	ail,		_					_
							L		X
h. Sending Express Mail									X
 Buying stamp-collecting material 					٠				\triangleright
Other postal services:									•
a. Entering permit mailings	Yes		No	\square	•				
b. Resetting/using postage meter	Yes		No	\square					
Nonpostal Services									
Picking up government forms (such as tax forms)	Yes		No	>			e.		
b. Using for school bus stop	Yes		No	D					
 Assisting senior citizens, persons with disabilities, etc. 	Yes		No	X					
If yes, please explain:					·	 .			
			-						
d. Using public bulletin board	Yes		No	X					•
e. Other	Yes		 No					•	
If yes, please explain:			 					··	
					<u> </u>				



06/28/2011

DAWN GRUNKLEE

9249 SW 62ND AVE ELLENDALE, MN 56026

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are
available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package
pick up, special services and money order sales.

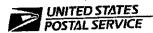
If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409

1 D. Stevens



Do you pass another	Post Office during busines	ss hours while traveling to	or from work, or sho	pping, or for	
personal needs?	Yes 📈		• 🗆		
If yes, which offices:	Custonna Post	office who	in I go t	<u> </u>	
a. How do you think	carrier delivery, there wi elve Post Office box ser carrier route delivery ser	Aloc of Barrers			
present service? Better	Just as Good	No Opinion 🔲	Worse 🗆	· .	
Please explain:					
4. For which of the fol these services?	lowing do you leave your	omunity:		you go to obtain	
Shopping	. ~ \	Mankerto, R	MOVEZCE	-3	
Personal needs	D Carton	N GL			
Banking Employment Social needs	A Congors	11 - (-)	? S		
5. Do you currently	use local businesses in bu	isinesses in your commur	nity?		
0. 50)01 05,	Yes 💢		No 🗆		
If ves. would you	continue to use them if th	e Post Office is discontinu	ued?	* .	
	Yes 🔯		No 🗆		
Name: Min (pleas Address: 9340	507)993-7742	Juenue Elle L Date: 6/22	ndale, MN	Hope Close 2005 Hope	H live t to e there
proceeds any add	itional comments on a sep the time to complete this	parate piece of paper and	attach it to this form.	9" 10	he endale



1.	Please check the appropriate box to	indicate whether y	ou use the HOPE F	ost Office for each	of the followin
	Postal Services	Daily	Weekly	Monthly	Never
	a. Buying stamps	- ' 🗖	Z Í		
_	b. Mailing letters		×		
1	c. Mailing parcels			紋	
	d. Picking up Post Office box mail		• 🗆		×
	e. Picking up general delivery mail				文
	f. Buying money orders				×
*	 g. Obtaining special services, included certified mail, Registered mail, In Delivery Confirmation, or Signatus Confirmation 	nsured mail,		¥	
	h. Sending Express Mail				文
	Buying stamp-collecting material				×
	Other postal services:				
	a. Entering permit mailings	Yes 🗌	No 🔯		
	b. Resetting/using postage meter	Yes 🗌	No 🔀		
	Nonpostal Services	•			·
	Picking up government forms (such as tax forms)	Yes 🗌	No 🔀		
	b. Using for school bus stop	Yes 🗌	No 🔀		
	c. Assisting senior citizens, persons with disabilities, etc.	Yes 🗌	No 🗵		
	If yes, please explain:			·	
			· · · · · · · · · · · · · · · · · · ·		
	d. Using public bulletin board	Yes 🔀	No 🗆		
	e. Other	Yes 🔲	No 💢		
	If yes, please explain:			<u> </u>	
		· 			
•	· · · · · · · · · · · · · · · · · · ·	(0	ver)		

When I send them packages overseas

when I send them packages overseas



06/28/2011

DANIEL & BRENDA HAUGEN PO BOX 6 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a
slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which
are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409

1 P. Stevens



ostal Services	Daily	Weekly	Monthly	Never
. Buying stamps			×	
. Mailing letters	□ ·	X		
. Mailing parcels	. 🗆		X	
I. Picking up Post Office box mail				
e. Picking up general delivery mail		⊠		. 🗖.
. Buying money orders				X
 Obtaining special services, included certified mail, Registered mail, In Delivery Confirmation, or Signatu Confirmation 	nsured mail,	· .		
n. Sending Express Mail			Z	
. Buying stamp-collecting material				Ø
Other postal services:				
a. Entering permit mailings	Yes 🗌	No 💢		
b. Resetting/using postage meter	Yes 🗌	No 🎉		
Nonpostal Services	,			
Picking up government forms (such as tax forms)	Yes 🗌	No 💥		·
b. Using for school bus stop	Yes 🗌	No 💢		
 Assisting senior citizens, persons with disabilities, etc. 	Yes 🗌	No 💥		
If yes, please explain:			· · · · · · · · · · · · · · · · · · ·	·
		20		
d. Using public bulletin board	Yes □	No 🔯		
e. Other	Yes 🗌	No 🔀		
If yes, please explain:			<u></u>	



Do you pass another personal needs?	Post Office during business hours while traveling to or from work, or shopping, or for Yes No □
If yes, which offices:	New Richland, Owntoning
If you currently rec	carrier delivery, there will be no change to your delivery service - proceed to question eive Post Office box service or general delivery service, complete this section. carrier route delivery service to a rural mailbox near your home would compare with you
Better 🔲	Just as Good ☐ No Opinion ☐ Worse ₩
Please explain:	much safer left in a Po. Box all day
For which of the foll these services?	owing do you leave your community? (Check all that apply.) Where do you go to obtain Community:
Shopping	& Owatonna
Personal needs	& Owatana
Banking	& Owetown
Employment	Dew Richland
Social needs	□ <u>₹</u>
	se local businesses in businesses in your community?
	Yes M No □
Huge would you r	continue to use them if the Post Office is discontinued? UN SUPE
	No D
Name: Bren	
Address: 2,0	Box 6 Hope my 56016
Telephone number: S	507-455-3282 Date: 6.20-201(
-	to the set of the second



06/28/2011

TIM & SHAWNA FITZGERALD

9176 SW 37TH AVE HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with officrs received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409

P. Stevens



Do you pass another	Post Office during busine	ess hours while	traveling to or	from work, or s	shopping, or for
personal needs?	Yes 🔀	•	No □		and the second s
If yes, which offices:	Ovatorna Post C	office			
If you currently rec	carrier delivery, there w eive Post Office box se	Mice of genera	ii doiivoi y oo		
 a. How do you thinl present service? 	k carrier route delivery ser	rvice to a rural r	nailbox near yo	our home woul	d compare with yo
Better 🔀	Just as Good ☐			Worse 🗌	
Please explain: <u>U</u>	up aventalux	e never	home r	N 4 to	
bockade	or signature	- deliver	4		
4. For which of the fol these services?	llowing do you leave your	community? (0	Check all that a	pply.) Where	do you go to obtail
Shopping	≥ Outston	9			
Personal needs	☑	· · · · · · · · · · · · · · · · · · ·			
Banking	X	·			
Employment	×			<u></u>	
Social needs	⊠			<u> </u>	
5. Do you currently	use local businesses in bu	ısinesses in yol	ır community?		
•	Yes 🖄				
If yes, would you	continue to use them if th	e Post Office is	discontinued?		
	Yes 🛭		No		
(pieas	Snawna Fitse print your name)				
Address: 9176	SW 37th Are.			·b	
Telephone number:	507-214-2881	Date: 1	10-19-11		
Diago add gry addi	tional comments on a sep the time to complete this	parate piece of p questionnaire.	paper and attac	h it to this form	n.



Please	check the appropriate box to ind	icate w	hether you	use th	ne HOPE Po	st Offic	ce for each of	the following
Postal:	Services	Dá	aily	W	eekly	М	onthly	Never
a. Buyi	ng stamps						×	
b. Maili	ing letters						×	
c. Maili	ing parcels							X
d. Pick	ing up Post Office box mail	•	×					
e. Pick	ing up general delivery mail		X					
f., Buyi	ing money orders					٠	. 🗆	×
Cert Deli	aining special services, including lified mail, Registered mail, Insur very Confirmation, or Signature firmation	ed ma	il,					
h. Sen	ding Express Mail							X
i. Buyi mate	ing stamp-collecting erial							×
Other	postal services:				•	•	.	•
a. Ent	ering permit mailings	Yes		No	×			
b. Re	setting/using postage meter	Yes	$ \square^{(n)} = (1, \dots, n)^{(n)} $	No	×			
Nonpo	stal Services	٠		,				·
	king up government ns (such as tax forms)	Yes		No	×			·
b. Usir	ng for school bus stop	Yes		No	X			
	isting senior citizens, sons with disabilities, etc.	Yes		No	Ø			
If yes,	please explain:	· ·					·	
d. Usi	ng public bulletin board	Yes	×	No				
e. Oth	er	Yes		No	Æ			
Ifvoc	please explain:							



06/28/2011

AMY PERRY 8925 SW 37TH AVE HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

in response to your letter:

 You expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS Manager, Post Office Operations

100 South First St. Room 409

I P. Stevens



Please check the appropriate box to in	idicate whether y	ou use the HOPE I	Post Office for each of	the following
Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps				区
b. Mailing letters			₽	
c. Mailing parcels				
d. Picking up Post Office box mail			1	
e. Picking up general delivery mail				
lying money orders				
rtaining special services, includir rtified mail, Registered mail, Ins livery Confirmation, or Signature	ured mail,			
Confirmation				E 2
h. Sending Express Mail			L	¥
Buying stamp-collecting material				U/
Other postal services:				
a. Entering permit mailings	Yes 🗌	No 🔽		
b. Resetting/using postage meter	Yes 🗌	No 🗹		
Nonpostal Services				
Picking up government forms (such as tax forms)	Yes 🗌	No 🗹		
b. Using for school bus stop	Yes 🗌	No 🗹		
c. Assisting senior citizens, persons with disabilities, etc.	Yes 🗌	No 🔽		
If yes, please explain:				
d. Using public bulletin board	Yes 🗌	No 🗹	· .	<u> </u>
e. Other	Yes 🗌	No 🗆		
If yes, please explain:		· .		



06/30/2011

DORIS KRAUSE

PO BOX 86 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

 You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a
case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409

P. Stevens



personal needs?	Yes 🗌	1	10 🕅	
If yes, which offices	:			- -
			r delivery service - proceed to o y service, complete this sectio	- įuesi n.
If you currently re-	ceive host office noy se	MAICE OF BOLICIAL MANAGE		
a. How do you thin	nk carrier route delivery se	rvice to a rural mailbox no	ear your home would compare wi	,
present service? Better	Just as Good	No Opinion 🔲	Worse	
Please explain:				_
For which of the fo	name de ven legue volt	community? (Check all	that apply.) Where do you go to	obta
Shopping	# Owa	tannay	Hope	_
Shopping Personal needs	# OWa	tannay	Hope	_
	# OWa	tannay	Hope	<u>-</u>
Personal needs	Π			
Personal needs Banking Employment Social needs	D			
Personal needs Banking Employment Social needs	D			
Personal needs Banking Employment Social needs	use local businesses in br	usinesses in your commu		
Personal needs Banking Employment Social needs Do you currently	use local businesses in bu	usinesses in your commu	nity?	
Personal needs Banking Employment Social needs Do you currently	use local businesses in branching Yes X	usinesses in your commu 7 ne Post Office is discontir	nity?	
Personal needs Banking Employment Social needs Do you currently If yes, would you	use local businesses in bu	usinesses in your commu	nity? No nued? No	

I feel that there should be other wars that all of our government weste could be handled rather than Chipping alway at our conveniencies of life æs ud have it, especially in our small rulal Communities. I've lived here 61 years de not want to loke our fast office! (in Hope, MM)



Postal Services	Daily	Weekly	Monthly	Neve
a. Buying stamps			X	
o. Mailing letters	X		, \Box	
c. Mailing parcels			Έ Χ	
d. Picking up Post Office box mail	\mathbf{M}			
e. Picking up general delivery mail	[23]			
f. Buying money orders			A	
 g. Obtaining special services, includir Certified mail, Registered mail, Inst Delivery Confirmation, or Signature 	ured mail,			
Confirmation			A	
h. Sending Express Mail			A	
Buying stamp-collecting material				X
Other postal services:				
a. Entering permit mailings	Yes 🗌	No 🔀		
b. Resetting/using postage meter	Yes∷□	No K		
Nonpostal Services				
Picking up government forms (such as tax forms)	Yes 🗌	No 🏚		
b. Using for school bus stop	Yes 🗌	No 🎾		
 Assisting senior citizens, persons with disabilities, etc. 	Yes 🗌	No 💆		
If yes, please explain:			· · · · · · · · · · · · · · · · · · ·	
d. Using public bulletin board	Yes D	No 🗔		
e. Other	Yes 🗌	No 🗌		
If yes, please explain:				



GLENN WIESJHAN PO BOX 64 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

 You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a
case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409

D. Stevens



	Yes □	•	No 🔛	
yes, which offices:				
f you currently rec	carrier delivery, there very ceive Post Office box se	will be no change to you ervice or general delive	r delivery service - proceed to service, complete this sec	
a. How do you thinl present service?	k carrier route delivery se	ervice to a rural mailbox (i	ear your home would compare	, ,,,,,,,
Better	Just as Good 🔲	No Opinion	Worse 🔽	
Please explain:				
these services?	Ċo	ommunity:	that apply.) Where do you go	
Personal needs		•		
Banking		•		
Employment	□ Refired	· · · · · · · · · · · · · · · · · · ·		
	# Owaton	Now		·
Social needs			a. =	
	use local businesses in b	usinesses in your commu	nity?	
	use local businesses in b Yes k çi		nity? No □	
Do you currently t	•	-	No 🗌	
Do you currently to	Yes 🙀 continue to use them if the Yes 🙀	ne Post Office is discontir	No 🗌	
If yes, would you ame: Gleas	Yes of continue to use them if the Yes of harmonic print your name)	he Post Office is discontir	No 🗆	M.
Do you currently to the left yes, would you have: $\frac{G/e - r}{(\text{please})}$ ddress: $\frac{336}{1}$	continue to use them if the Yes and the Print your name)	ne Post Office is discontir	No No Box Lef Hope,	M



Postal Services	Daily	W	eekly	M	onthly		Never
a. Buying stamps							
b. Mailing letters					F		
c. Mailing parcels							
d. Picking up Post Office box mail			F				
e. Picking up general delivery mail			(4)			;	
f. Buying money orders							包
g. Obtaining special services, including Certified mail, Registered mail, Institution, or Signature	sured mail,						
Confirmation		•		-			
h. Sending Express Mail	. 🗆						1
Buying stamp-collecting material							
Other postal services:	•						
a. Entering permit mailings	Yes 🗌	No	W				
b. Resetting/using postage meter	Yes 🗌	No	47	٠			
Nonpostal Services	÷						
Picking up government forms (such as tax forms)	Yes 🗌	No	T				
b. Using for school bus stop	Yes 🗌	No					
c. Assisting senior citizens, persons with disabilities, etc.	Yes 👪	No					
If yes, please explain: ASSIGN	9171 old	moth			· - ·		
							·
d. Using public bulletin board	Yes 🖺	No					
e. Other	Yes 🗌	No					
If yes, please explain:					. <u> </u>		



DAVID NELSON 1110 FOXTAIL LANE OWATONNA, MN 55060

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a
case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and
investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409

P. Stevens



ersonal needs?	Yes 🗌		4o 🗆	
yes, which offices:				
you now receive you currently rec . How do you think	carrier delivery, there w eive Post Office box se	rill be no change to you rvice or general deliver	r delivery service - procee y service, complete this s ear your home would comp	ed to ques section.
eresent service?	Just as Good	No Opinion	Worse	
Please explain:				

Shopping		i de la companya de		
		mmunity:		
				
Personal needs				
Banking	<u> </u>			
Employment				
Social needs				
Do you currently u	ise local businesses in bi	usinesses in your commu		
,	Yes 💆		No □	
If yes, would you	continue to use them if th	e Post Office is discontin	ued?	
	Yes □		No 🗆	
me: Dav. \(\frac{1}{2}\) (please	a print your name)	sira Nalson		
Idress: (110 °	tottail Lane	Owatonia, D	55060	
lephone number: \	-507-451- 8688	Date: 6-29-	Doll	
		parate piece of paper and	and a state of the Africa Server	



Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps		X		
b. Mailing letters		×		
c. Mailing parcels			X	
d. Picking up Post Office box mail				X
e. Picking up general delivery mail	. 🗆			À
f. Buying money orders			Ŋ	
 g. Obtaining special services, includi Certified mail, Registered mail, Ins Delivery Confirmation, or Signature 	sured mail,			
Confirmation				Ą
h. Sending Express Mail			X	
Buying stamp-collecting material	<u> </u>			B
Other postal services:	•			
a. Entering permit mailings	Yes 🗌	No □		
b. Resetting/using postage meter	Yes 🗌	No Æ		•
Nonpostal Services				e e
Picking up government forms (such as tax forms)	Yes □	No <u>√</u>		
b. Using for school bus stop	Yes 🗌	No 🔯		
c. Assisting senior citizens, persons with disabilities, etc.	Yes □	No 🔽		
If yes, please explain:	· · · · · · · · · · · · · · · · · · ·			· · · · · · · · · · · · · · · · · · ·
		· · · · · · · · · · · · · · · · · · ·		
d. Using public bulletin board	Yes 💆	No 🗌		
e. Other	Yes ☑	No 🗆		
If yes, please explain: We us	athe 1	public bull	entin board	for
1 Audion Day C	are 3	Any Kind	of Church	Supper



To whom it May Concern:

We Seel that the fost office could save movey would be no sat. Oost office. We could casily get by with no service.

We belong to the Owatohna area, but do you know how much we have to wait - a long time!! It is much easier to go five miles to go to Hope than wait at the Owatohna Post Office

We have no knowledge help in going to Hope - where we know how much help we are going to get -

Jan.



"Rejoice in the Lord always...."

Philippians 4:4 NIV



RICHARD BOYSEN 9149 SW 37 SW HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

in response to your letter:

You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a
case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and
investigate the feasibility of providing service by alternate means.

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Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409

) D. Stevens



you pass another	Post Office during business hours		work, or shopping, or for	
ersonal needs?	Yes 🗌	No X		
yes, which offices:				
· · · · · · · · · · · · · · · · · · ·				
if you currently rec	carrier delivery, there will be no eive Post Office box service or	general delivery services,		
a. How do you think present service?	carrier route delivery service to a		/	your
Better 🔲	Just as Good ☐ No	Opinion	rse 🗵	
Please explain:	I go to The	Post UF	xiel Kul	11/1
To man	1 differen	Y Things	21/20 Yel 5	270.0
I Thial	TAG POST	UF IT, El	siragial =	
these services?	owing do you leave your community:			_
Shopping				- · .
Personal needs	8			_
Banking				_
Employment				- -
Social needs	O			 .
i. Do you currently u	se local businesses in businesses	s in your community?		
· · · · ·	Yes 🔀	No □		
If ves. would you o	continue to use them if the Post O	ffice is discontinued?	•	
, , , , , , , , , , , , , , , , , ,	Yes □	No □	Anor as	ma
		<i>l. u</i>		6
Name:(please	print your name)			ן יא <i>ב סנט</i>
Address: 91	chard Boys, print your name)	170C 140	po pr. s.	
Telephone number:	451.5599	Date: 6.29v		
· elebriation tratting			Alaia farma	

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps			×	
b. Mailing letters	X			
c. Mailing parcels			X	
d. Picking up Post Office box mail	X			
e. Picking up general delivery mail	N.	. 🗆	· 🔲	
f. Buying money orders	. 🗆			B
g. Obtaining special services, include Certified mail, Registered mail, In Delivery Confirmation, or Signatu Confirmation	sured mail,	П		
h. Sending Express Mail		<u></u> □ .	× ×	
Buying stamp-collecting	.	ш	/2-	Ц
material				X
Other postal services:				
a. Entering permit mailings	Yes 🗌	No 🖽		
b. Resetting/using postage meter	Yes 🗌	No 🛛	÷	
Nonpostal Services				
Picking up government forms (such as tax forms)	Yes 🗌	No 💹		
b. Using for school bus stop	Yes 🗌	No B		
c. Assisting senior citizens, persons with disabilities, etc.	Yes 🗌	No 🗵		
If yes, please explain:				: :
				
d. Using public bulletin board	Yes X	No 🗆		
e. Other	Yes 🗌	No D		
If yes, please explain:	100	100 🙇		
n yes, piease explain:				

(over)



LEE E. BASS 9324 SW 37TH AVE HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

• You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

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Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409

sel D. Stevens



personal needs?	Yes □	!	No 🖾
If yes, which offices:			
If you now receive of	eive host ource pox se	rill be no change to you rvice or general deliver	r delivery service - proceed to que y service, complete this section.
a. How do you think present service?	carrier route delivery ser	•	ear your home would compare with
Better	Just as Good 🔲	No Opinion 🗌	Worse 🗵
Please explain:			
For which of the foll these services? Shopping	OWATONA	mmunity: VA	that apply.) Where do you go to ob
Personal needs	D OWAton	NA	
Banking	D OWAton	INA Also Hop	<u>e</u>
Employment	X RETIR	ed	
Social needs	D_OWAtoN	NA - EllandA	1 <u>r</u>
	ise local businesses in bu	usinesses in your commu	nity?
. Do you currently u			
. Do you currently u	Yes ⊠		No □
	Yes 🔀		No 🗆
If yes, would you	Yes ⊠ continue to use them if th Yes ☑		No 🗆
If yes, would you wanted a second sec	Yes \square continue to use them if the Yes \square E . $BASS$	ne Post Office is discontir	No 🗆

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



i leade official the appropriate box to	indicate whether	ou use the f	IOPE Post Office for each	of the follow
Postal Services	Daily	Week	dy Monthly	Neve
a. Buying stamps		. 🗆	×	
b. Mailing letters		×		
c. Mailing parcels	. 🔲		. 🗆	
d. Picking up Post Office box mail	Ø			
e. Picking up general delivery mail			l .	
f. Buying money orders				
 g. Obtaining special services, includ Certified mail, Registered mail, In- Delivery Confirmation, or Signature 	sured mail,			_
Confirmation	L		L	. 🚨
h. Sending Express Mail				
Buying stamp-collecting material			I 🗆	
Other postal services:				
a. Entering permit mailings	Yes 🗌	No 🛚		
b. Resetting/using postage meter	Yes 🗌	No 🗵	l	
Nonpostal Services	•		3	
Picking up government forms (such as tax forms)	Yes 🗌	No 🏻	<u>.</u>	
b. Using for school bus stop	Yes 🗌	No ∑	f · · ·	
c. Assisting senior citizens, persons with disabilities, etc.	Yes 🗌	No 🗵	1	
If yes, please explain:				
d. Using public bulletin board	Yes 🗹	No 🗆	1 .	
e. Other	Yes 🗌	No 🗆	1	•
If yes, please explain:				

(over)



DALE WILKER PO BOX 23 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

• You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS Manager, Post Office Operations

100 South First St. Room 409

1 D. Stevens



2.	Do you pass another personal needs?	Post Office during business I	hours while travelin	g to or from work, or shopp	ing, or for
	personal needs?	Yes 🔲		No 🗱	
	If yes, which offices:				
			,		·
3.	If you currently rec	carrier delivery, there will being Post Office box services	e or general delive	ery service, complete mis	Section.
	a. How do you think present service?	carrier route delivery service	to a rural mailbox	near your home would com	pare with your
	Better 🗌	Just as Good 🔲	No Opinion	Worse	
	Please explain:	tow would ve	. mail	ockages it	<u> </u>
	we don't	to the way	ia Baw	here would T	endal o
	15 Her 13e	3 aciss Missi	1-01-	1	
4.	For which of the foll these services?	lowing do you leave your com Commu		I that apply.) Where do you	u go to obtain
	Shopping				
	Personal needs	- Owatonna			·
	Banking				
	Employment		· · · · · · · · · · · · · · · · · · ·		
	Social needs				· · · · · · · · · · · · · · · · · · ·
5	5. Do you currently u	se local businesses in busine	esses in your comm	unity?	
		Yes 🌉		No 🗆	•
	If yes, would you o	continue to use them if the Po	st Office is disconti	nued?	• .
	•	Yes		No 🗆	
	Name: Dale	e Wilker			
	(please	print your name)			
	. (44, 44, 44, 44, 44, 44, 44, 44, 44, 44		re //		
	Telephone number: _	451-6411	Date: <u>013</u>	5/11	
	Thank you for taking t	onal comments on a separate he time to complete this ques	stionnaire.		
	m Que	ition is how in a rulal thuy addition	es muel	would me	Save
	0 0	: a rued	carne	and orient	you .
	by ma	11 11 1	1 mode	on the Dre	A.K.
	just Pu	thruj addition	L4 (U) 15		



Postal Services	· D	aily	W	eekly	Ŋ	lonthly		Neve
a. Buying stamps				□ .				
b. Mailing letters							ι.	
c. Mailing parcels					,			
d. Picking up Post Office box mail						· 🗆		
e. Picking up general delivery mail								
f. Buying money orders								
 Obtaining special services, include Certified mail, Registered mail, In Delivery Confirmation, or Signatu Confirmation 	sured ma	ıil,						
n. Sending Express Mail								
. Buying stamp-collecting material								
Other postal services:								
a. Entering permit mailings	Yes		No					
b. Resetting/using postage meter	Yes		No					
Nonpostal Services								
a. Picking up government forms (such as tax forms)	Yes		No	(
b. Using for school bus stop	Yes		No			٠		
c. Assisting senior citizens, persons with disabilities, etc.	Yes		No	3 .				
If yes, please explain:							:	
•	<u> </u>		•		· .	·		
d. Using public bulletin board	Yes	2	No			· .		
e. Other	Yes		No				**	,
If yes, please explain:								

(over)



HOPE FULL TREASURES **BOX 97** HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Sincerely,

MICHAEL STEVENS Manager, Post Office Operations 100 South First St. Room 409

D. Stevens



		an abounded or for
Do you pass another personal needs?		hours while traveling to or from work, or shopping, or for
personal necus r	Yes 🗌	No 🖀
If yes, which offices:	YIZOCA .	go to 21/endale Which
is abou		100
have 1.	Sted , I was	3 total inconvenience.
If you now receive	carrier delivery, there will be	be no change to your delivery service - proceed to question or general delivery service, complete this section.
If you currently rece	elve Post Office Box 55.	e to a rural mailbox near your home would compare with you
 a. How do you think present service? 	camer route delivery service	e to a rura, manuss, riser years
Better	Just as Good 🔲	No Opinion Worse
Please explain		
Courtish of the foll	lowing do you leave your cor	mmunity? (Check all that apply.) Where do you go to obtain
these services?	Comm	
Shopping		
Personal needs		C
Banking		
Employment	O	
Social needs		
	use local businesses in busin	nesses in your community?
5. Do you currently u	Yes 📮	No □
•	· · · · · · · · · · · · · · · · · · ·	- con a la discentinuad?
If yes, would you	continue to use them if the P	
	Yes 🚾	No ∐
i 1	EFULL Treasu	West .
Name: _ +to P		
(plea)	e print your name)	
Address: Sort	e print your name)	
Address: Sort	e print your name)	Date: 6/85/11
Address: Contact Address: Places add any additional and any additional additi	tional comments on a separa	Date: (1) 65111 ate piece of paper and attach it to this form.
Address: Control Please add any additional Thank you for taking	tional comments on a separa	Date: <u>() > 5 11</u> ate piece of paper and attach it to this form. estionnaire.
Address: Control Please add any additional Thank you for taking	tional comments on a separa	Date: <u>() > 5 11</u> ate piece of paper and attach it to this form. estionnaire.
Address: Sort Telephone number: Please add any addit Thank you for taking	tional comments on a separa the time to complete this que	Date: 6/85/11 ate piece of paper and attach it to this form. estionnaire. 800', NOSSOS WOD
Address: Sort Telephone number: Please add any addit Thank you for taking	tional comments on a separa the time to complete this que	Date: 6/85/11 ate piece of paper and attach it to this form. estionnaire. 800', NOSSOS WOD
Address: Sort Telephone number: Please add any addit Thank you for taking	tional comments on a separa the time to complete this que	Date: (1) 65111 ate piece of paper and attach it to this form.



Po	ostal Services	I	Daily	٧	Veekly		Monthly	<i>i</i> - 1	Neve
a.	Buying stamps								
b.	Mailing letters								
C.	Mailing parcels								
đ.	Picking up Post Office box mail								
e.	Picking up general delivery mail								
f.	Buying money orders								
g.	Obtaining special services, including Certified mail, Registered mail, Insu Delivery Confirmation, or Signature	g red ma	ail,						
	Confirmation								
h.	Sending Express Mail								
i.	Buying stamp-collecting material								完 <u>。</u> 年間
Oŧ	her postal services:								
a.	Entering permit mailings	Yes		No	3				
b.	Resetting/using postage meter	Yes		No	4				
No	npostal Services								
а.	Picking up government forms (such as tax forms)	Yes		No					
b.	Using for school bus stop	Yes		No					
Э.	Assisting senior citizens, persons with disabilities, etc.	Yes		No		-			
fу	es, please explain:		<u>.</u>	- 	-:			·	
		· · · · · · · · · · · · · · · · · · ·			<u>.</u>		····		
d.	Using public bulletin board	Yes	5	No					
э.	Other	Yes		No	. 🔲				•
f y	es, please explain:			_			-		

(over)



ANGELA BOYSEN 8777 37TH AVE SW HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations 100 South First St. Room 409 Minneapolis, MN, 55401-9990

1 P. Stevens



ersonal needs?	Post Office during business hours v Yes 🏻	№ 🔀	·	
f yes, which offices:		,		
If you currently rece	arrier delivery, there will be no c live Post Office box service or go			
a. How do you think present service?	carrier route delivery service to a n	ural mailbox near your nome wo	uld compare with you	
Better 🔲	Just as Good No O	pinion Worse 🗆	*	•
Please explain:	7 would be		من	
	rather be a	ble to pick	1 10-10	a Dia
4 daily	Wherever 7	head to an	·	
For which of the folk	bwing do you leave your community	(Check all that apply.) When	e do you go to obtair	
these services?	Community:			
Shopping	A Owatonna		·	
., -		otonna		
Personal needs				
Banking	№ Onatobua			
Employment	& owatonna	, ,		
Social needs	1 many Sm	ending towns		
Do you currently us	se local businesses in businesses i	n your community?	•	
· •	Yes 📉	No 🗆		
	continue to use them if the Post Off	ice is discontinued?		
ii yes, would you c	Yes 🔀	No 🗆		
	~			
ame: Hnge	print your name)	·	_	_
13	•	Hope, mn Story	L Po Box	15
ddress: <u>8777</u>	37th aug SIN	tlope, MA JOOT	2	 .

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



۱.	Please check the appropriate box to ind	icate whether y	ou use the HOPE i	Post Office for each	of the following:
	Postal Services	Daily	Weekly	Monthly	Never
	a. Buying stamps		×		
	b. Mailing letters		X	· 🗖	
1	c. Mailing parcels			×	
	d. Picking up Post Office box mail	X			
	e. Picking up general delivery mail	×			
	f. Buying money orders			×	
	 g. Obtaining special services, including Certified mail, Registered mail, Insured Delivery Confirmation, or Signature Confirmation 			ΣĪ	П
				<u> </u>	
	h. Sending Express Mail	Ш		*	4
	 Buying stamp-collecting material 				` X
	Other postal services:				,
	a. Entering permit mailings	Yes 🗌	No 💢		
	b. Resetting/using postage meter	Yes ሺ	No 🗆		
	Nonpostal Services	•	·	•	
	Picking up government forms (such as tax forms)	Yes 🗌	No 🗷		
	b. Using for school bus stop	Yes 🗌	No 🎾		
	 Assisting senior citizens, persons with disabilities, etc. 	Yes 🏚	No 🗆		
	Gre for in f	ist the	frice or	Ending n	nail
	d. Using public bulletin board	Yes 🛚	No 🗆		
	e. Other	Yes 🗌	No 🗆	•	
	If yes, please explain: Pasting in the comm		ent thin	ys happe	ning_
					



WILKER'S WORLDWIDE EXPRESSES

BOX 37 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses
generally require regular and effective postal services, and these will always be provided to the community. Since the
suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire
responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

MICHAEL STEVENS Manager, Post Office Operations 100 South First St. Room 409

Q P. Stevens



ersonal needs?	Yes 🗌	s while traveling to or from work, or No 🖀	
f yes, which offices:			
if you currently rece	SING host Office noy service or	o change to your delivery service general delivery service, comple	
a. How do you think present service?	carrier route delivery service to a	a rural mailbox near your home wo	ald compare with 3
Better	Just as Good ☐ No	Opinion	
Please explain:		ne through all	the state
unegative	es at your Va	other attempted) Cart O Salar
	in de veri legre veur commit	nity? (Check all that apply.) When	e do you go to obta
For which of the folk these services?	Community	<i>r</i> .	
Shopping			•
Personal needs	- Quatmy	1	
Banking	1		
Employment			
Social needs			
Do you currently u	se local businesses in businesse		
00,000	Yes 🗆	No 🗆	
	169	•	
If yes would you (•	Office is discontinued?	
If yes, would you o	continue to use them if the Post of Yes	Office is discontinued?	
ama Wilk	continue to use them if the Post	No 🗆	
_{lama} . Wilk	Yes \(\frac{\text{Vor} \dw'}{\text{print your name}} \)	No 🗆	-

Please add any additional comments on a separate piece of paper and attach it to this form Thank you for taking the time to complete this questionnaire.



ostal Services	Daily	Weekiy	Monthly	Never
. Buying stamps			7 3	
. Mailing letters				
. Mailing parcels				
I. Picking up Post Office box mail	2 .			
e. Picking up general delivery mail			. 🗆	
. Buying money orders				3 .
 Obtaining special services, includin Certified mail, Registered mail, Insu Delivery Confirmation, or Signature 	red mail,			
Confirmation				
n. Sending Express Mail				國 *
Buying stamp-collecting material				
Other postal services:				
a. Entering permit mailings	Yes 🗌	No 🔚		÷
. Resetting/using postage meter	Yes 🗌	No 🗷		
lonpostal Services				. '
Picking up government forms (such as tax forms)	Yes 🗍	No 📴		S.
o. Using for school bus stop	Yes 🔲	No 📴	•	
 Assisting senior citizens, persons with disabilities, etc. 	Yes 🗌	No 🚟		
f yes, please explain:				<u>.</u> -
				 .
l. Using public bulletin board	Yes 💯	No 🗆		
e. Other	Yes 🛎	No 🗆		4 A
10	ost o	ffice is	the cou	trd .t.
Jone Will Que	Jan J	8 201	it is clos	id they
waste nit w	hich e	उद्याप त	flect all	一个
the offer Bus				<u> </u>
in convenience	0.400	1120 -1 -	H. Mis.	or citiz



CALVIN & MARY HOEZZ 8752 SW 7TH AVE BOX 83 HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

Middel A Stures

MICHAEL STEVENS Manager, Post Office Operations 100 South First St. Room 409



	Yes 🛘	ness hours while traveling to or from work, or shopping, or for No 🔣
f you now receive	carrier delivery, there w	will be no change to your delivery service - proceed to que ervice or general delivery service, complete this section.
a. How do you think present service?	carrier route delivery ser	ervice to a rural mailbox near your home would compare with
Better 🗆	Just as Good 🔲	No Opinion 🔼 Worse 🖸
Please explain:		
For which of the fol these services?		ir community? (Check all that apply.) Where do you go to obtoommunity:
Shopping	■ OWATON	UNA
Personal needs	OW ATON	JUA
Banking	DWATE.	NNA
Employment	— ———·	
Social needs	— ————	
Do you currently	use local businesses in b	businesses in your community?
	Yes 🖸	
	continue to use them if the	the Post Office is discontinued?
If yes, would you	Yes. ∠	No □
	1 //	
lame: CALI	VIN & MARY HO	berz_
lame: CALI	VIN & MARY HO	DELZ DE, BOX B 3, HOPE, MN., 56046 Y Date: \$6/14/11



ostal Services	Daily	Weekly	Monthly	Never
. Buying stamps		×	· □	
o. Mailing letters		. 🗆		
: Mailing parcels		X	. 🗖	
d. Picking up Post Office box mail	Ø			
e. Picking up general delivery mail	Ø		Ļ	
. Buying money orders				
 Obtaining special services, including Certified mail, Registered mail, Instruction, or Signature Confirmation 	ured mail,	Ø		
h. Sending Express Mail				Ø
i. Buying stamp-collecting material				Ø
Other postal services:				
a. Entering permit mailings	Yes 🗌	No 🔀		
b. Resetting/using postage meter	Yes 🗌	No 🛂		
Nonpostal Services				
Picking up government forms (such as tax forms)	Yes 🗌	No 🄀		
b. Using for school bus stop	Yes 🗌	No 💆		
 Assisting senior citizens, persons with disabilities, etc. 	Yes 🗌	No 🔀		
If yes, please explain:				· · · · · · · · · · · · · · · · · · ·
d. Using public bulletin board	Yes ⊠	No 🗆		
e. Other	Yes 🗌	No 🖼	•	
if yes, please explain:				· .

(over)

Docket: 1367374 - 56046 ftem Nbr: 23 Page Nbr: 1

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the HOPE Post Office on 06/14/2011. Additionally, during the survey period, questionnaires were available at the HOPE Post Office to walk-in retail customers.

1. Number of Questionnaires

Total Questionnaires distributed	62
Favorable to proposal	4
Unfavorable to proposal	19
Expressing no opinion	12
Total questionnaires received	35

Postal Concerns

The following postal concerns were expressed

Concern (Favorable):

No Concern

Response:

Concern (No Opinion):

Customers expressed concern that postal employees at the administrative Post Office are rude.

Response

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

Concern (No Opinion):

Customers were concerned about disability hardship.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

Concern (No Opinion):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

Concern (No Opinion):

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Concern (No Opinion):

Customers were concerned about where they would purchase stamps.

Response

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Concern (No Opinion):

No Concern

Response:

Concern (UnFavorable):

Customers asked why their Post Office was being discontinued while others were retained.

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

Concern (UnFavorable):

Customer's concern was that he doesn't want a mailbox

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales. You may choose to rent a Post Office box in another office.

Concern (UnFavorable):

10. Customers expressed concern that postal employees at the administrative Post Office are rude. Customer also expressed concern about long waiting lines and parking.

Response

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern along with your concerns about parking at lines at other offices will be conveyed to the postmaster by the Manager, Post Office Operations.

Concern (UnFavorable):

Customers were concerned about later delivery of mail.

Response

11.

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

Concern (UnFavorable):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

Concern (UnFavorable):

Customers were concerned about obtaining peronal service from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Concern (UnFavorable):

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Concern (UnFavorable):

Customers were concerned about the inconvenience of travelling to another post office

Response

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Concern (UnFavorable):

Customers were concerned about the lack of personal contact with the postal employee.

Response:

Rural Carriers are like a post office on wheels. Most transactions can be carried out without one on one contact, but if you have postal needs, you may meet your carrier at the rural mail box. If the carrier cannot meet your needs, there is a postal person available at other local post offices, who can help you.

_ Concern (UnFavorable):

No Concern

Response:

Nonpostal Concerns

The following nonpostal concerns were expressed

Docket: 1367374 - 56046 Item Nbr. 23 Page Nbr. 4

1.

Concern (UnFavorable):

Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response:
Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

Community i	Mantina	Doctor
JUN-30-2011	13:16	From:

Community Meeting Roster

DOCKET NO.	Bu.
ITÉM NO.	
PAGE	

W	7374-56046
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-	· Martine of the Con-

Postal Service Respresentive (Names and Titles),

Mike Stevens MPOO

Time 6.30 PM

Tom Sheimo Postmaster

Kim Melson-Gohr Postmaster

Total Number of Customers Present

Place Hope Community Center on 37th Ave

Post

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Names of Customers Present:

Name Name	Mailing Address (optional)	Zip Code	Phone Number
Doris Krouse	8753 Sil 27th Ave	56066	507-451-16
Sat Discher	8727 SW 37 Twe	56046	507-451-576
Date Elither	Box 23-Hore 31	19156046	507-451-641
Dei JA Willen	Bon 53 Hope	76046	507 456-3064
Millel Stockell	1 _ /	5607b	500 451-0431
hery Harlicker	PO BOX 56 Hope	56046	307 456 7653
Henn Wiesihon	PO BOX 64 Hope	56046	507-451-2902
Myon Toslon	Bar 51 360	56846	507-11 1875
Mancy Bosshart	Box 21 Hope	56046	507202-5131
Act Casser	A Box 8 Hope	56046	507.451-361
Thank Abbberoteri First National Bank	P.O. Box 38 Hope	56046	507-451-5818
Merin ! Mary Herzog	10. Am 27 Hope	56046	507-451-0552
nark Royetta Sowg	on PO BOY 4 Hope	56046	507-214-2938
Jim Krause	70 Box 86 Hby	56046	507-451-3043
dane Engel	PO Box 75 Hop	56046	507-213-7237

JUN-30-2011 13:16 From: Community Meeting Roster

Community Meeting Roster

DOCKET NO.	1367374-56046
HEM NO	<u> </u>
PAGE	

Postal Service Respresentive (Names and Titles)					Date 06/29/2011		
Mike Stevens MPOO					Time	6 30 PM	
Tom Sheimo Postmaster						·	
Kim Melson-Gohr Postmaster					•		
Total Number of Customers Present	Ö	·	Place.	Hope Community Ce	nter on 37th A	ve	
This document will be placed in an admi public inspection.	inistrative reco	rd that, if (discontin	uance goes forward, l	oecomes avai	lable for	

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Joe Farr	PO Box 13 Hope	56046	(507) 456-0485
<u> </u>	8.0 DOX 126 HOLD		(507) 451-559
Centry Of Fifther		56046	600) 444-4102
Loven Kloby	PO BOX 68413	8 5604b	50 451-472
Lee E. Ban	PO BOX 35	56046	(507) 451-8446
Jim Thompson	POBX 3	56046	507-27-0309
Tina Thompson	Po Box 3	5046	507-214-2909
Zetty Claire no	306		507-451- 8688
Chenji-Harlicker	1	56046	307-456-765
Myron Spindlar	P.O. Bex 57	56046	507.451-005
LORI THIESE	POBx 9998	56046	507-455-1211

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Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

Concern (UnFavorable):

Customers felt the route should emanate from a different office than the one proposed because that office is closer.

The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Owatonna is a different 3-digit Zip Code from Ellendale, so mail processing is done in a different location.

Concern (UnFavorable):

Customer expressed a concern about package delivery and pickup.

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

Concern (UnFavorable):

3. Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

Concern (UnFavorable):

Customers expressed concern about having to erect a rural mailbox.

Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

Concern (UnFavorable):

Customers inquired about mailbox installation and maintenance.

Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

Concern (UnFavorable):

Customers were concerned about a change of ZIP Code.

The proposed change of the ZIP Code is necessary due to 911 addressing requirements. If you put up a rural box, you would use your street address and the Zip Code assigned by the county. You may continue to use "Hope MN" as the city

Concern (UnFavorable):

Customers asked why their Post Office was being discontinued while others were retained.

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

Concern (UnFavorable):

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed afternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

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Nonpostal Concerns

Concern (UnFavorable):

Customers were concerned about senior citizens.

Response

The Village Post Office will continue to provide stamp sales and package mailing services. The Village Post Office operator will provide special assistance to senior citizens and those who face special challenges.

Concern (UnFavorable):

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

Concern (UnFavorable):

3. Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

Concern (UnFavorable):

Customers were concerned about growth in the community.

Response

The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.



LETTER NOT USED. PLACE HOLDER ONLY

06/14/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Hope Community Center on 37th Ave on 06/29/2011 from 6:30 PM to 8:30 PM to answer questions and provide information about our service.

If you have any questions, you may contact Margaret Campbell at (612) 349-3568.

Thank you for your assistance.

Sincerely,

MICHAEL STEVENS

Manager, Post Office Operations

V. Stevens

Docket 1367374-56046 Item 27 Page 1

MEMO TO RECORD

A petition to keep the Hope MN Post Office open was received with a Comment form from James Krause. There were approximately 247 signatures (no printed names) on the petition. It is included in the response to Mr. Krause under item 38, pages 3A through 3M.



A. Office						
Name:	HOPE WESTERN		District:	State: MN NORTHLAND PFC	Zip Code:	56046
	ional District:	MN-01 55	 County:	Steele Finance Number:	264580	
EAS Grad Post Office	, p	Classified Station		Classified Branch	СР	O []

This form is a place holder for number 28. There was no Congressional inquiry.

Prepared by:	Margaret Campbell	Date:	07/07/2011
Title:	NORTHLAND PFC Post Office Review Coordinator		(612)
Tele No:	(612) 349-3568	Fax No:	349-0389

Proposal Checklist

Section I Responsiveness to Community Postal Needs Tell what we are doing and why. Is reason for discontinuance justified and documented in the record? If suspended, what type of alternate service customers are now receiving? Reason for vacancy and information on postmaster/OIC Number of customers and type of service they received and will receive. Hours of service, daily window transaction average, number of permit mailers, and postage meter users. Last three fiscal years of revenue and revenue units. Decline in service workload/reduction in EAS level, if appropriate. Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available. Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available. If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal. Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion. responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses. Community meeting. Number of customers who attended, customer concerns, and Postal Service responses. Information on petitions and congressional inquiries included with Postal Service responses. Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses. Advantages and disadvantages of proposed alternate service. Any other pertinent information concerning Postal Service needs. **Effect on the Community** Section II Brief background of area, community government, population, etc. Number of businesses, religious institutions, schools, local government offices, social organizations, etc. Was Post Office used as meeting place? Was Post Office a shelter for a bus stop? Did the Post Office have a public bulletin board? Were government forms available at the Post Office? Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.? What is the historical value of the office? Is an address change necessary? Will the community identity be preserved? What are the growth trends (flat, up, down)? Were any other nonpostal items identified? **Effect on Employees** Section III

whether the reassignments are voluntary.

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell

Section IV	Economic Savings
-	A statement of annual savings includes a breakdown as follows:
	Postmaster salary (EAS-11, Minimum, no COLA) \$ 19 (.35
	Fringe benefits 33.5% \$ 1.57%
	Rental costs, excluding utilities \$ 3,000
	Total annual costs \$ 29, 2(3
	Less estimated cost of replacement service - 7 823
•	Total annual savings \$ 31 390
A one-time expense of \$	will be/was incurred for installation of CBUs and parcel lockers.
7	Is postmaster salary based on the minimum salary without COLA?
	Does postmaster salary reflect the current office evaluation?
Section V	Other Factors
V	The Postal Service has identified no other factors for consideration (if appropriate).
	List other factors as appropriate.
	Other factors when replacement service is a CPO.
Section VI	Summary
<i>\bullet</i>	The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.
Section VII	Notices
	Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.
Checklist Completed By:	- Meleon - Uhm 7-5-11
Investigative Coordinator	Date
Reviewed and Certified By:	14An 7/1/11
District PO Review Coordinator	r Date



07/01/2011

SENIOR VICE PRESIDENT GOVERNMENT RELATIONS AND PUBLIC POLICY 475 L'ENFANT PLAZA SW RM 10804 WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close the HOPE Post Office Docket No. 1367374

buty lune

This is to advise you that on 07/13/2011, I will post for public comment a proposal to close the HOPE Post Office in Steele, Congressional District No. MN-01.

If you have any questions, please call MARGARET CAMPBELL District Review Coordinator at (612) 349-3568.

ANTHONÝ WILLIAMS District Manager

NORTHLAND PFC District

cc: Manager, Customer Service Operations Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920 Proposal



07/07/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of

HOPE Proposal

Docket No. 1367374 - 56046

Please post the enclosed proposal to close the HOPE Post Office in the lobby. The proposal must be posted in a prominent place from 07/13/2011 through close of business on 09/13/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (612) 349-3568.

MARGARET CAMPBELL Post Office Review Coordinator NORTHLAND PFC District

Mayout Conglell

Enclosures: PS Form 4920

Proposal

Invitation for Comments **Comment Forms**

Official Record

Date of Posting: 07/13/2011

Date of Removal: 09/13/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE HOPE, MN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Hope Post Office:

The Postal Service is considering the close of the Hope Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/13/2011 through 09/13/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Hope Post Office and Ellendale Post Office . If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

MARGARET CAMPBELL 100 SOUTH FIRST ST. ROOM 409 MINNEAPOLIS, MN 55401-9990

For more information, you may call MARGARET CAMPBELL at (612) 349-3568 or write to the above address.

Thank you for your assistance.

MICHAEL STEVENS 100 SOUTH FIRST ST. ROOM 409 MINNEAPOLIS, MN 55401-9990

Date of Posting: 07/13/2011

Posting Round Date:

Date of Removal: 09/13/2011

Removal Round Date:

PROPOSAL TO CLOSE THE HOPE, MN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367374 - 56046

Concern:

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Hope, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ellendale Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on November 01, 1996. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: A review of the Hope Post Office has shown that the workload has steadily decreased. Currently the office has only 1.6 hours of work per day. Revenue has dropped 16% over the past 3 years. The office is open 6 hours daily. The Hope residents must travel to other nearby communities to buy groceries and other goods and services.

The Hope Post Office, an EAS-55 level, provides service from 09:30 - 12:30 & 13:00 - 16:00 Monday - Friday, 09:00 - 11:00 Saturday and lobby hours of 7:00 - 17:00 on Monday - Friday and 7:00 - 17:00 on Saturday to 62 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged eight transaction(s) accounting for seven minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$32,121 (84 revenue units) in FY 2008; \$47,344 (123 revenue units) in FY 2009; and \$23,599 (62 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On June 29, 2011, representatives from the Postal Service were available at Hope Community Center on 37th Ave to answer questions and provide information to customers. 28 customer(s) attended the meeting.

On June 14, 2011, 62 questionnaires were distributed to delivery customers of the Hope Post Office. Questionnaires were also available over the counter for retail customers at the Hope Post Office. 33 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 4 favorable, 18 unfavorable, and 11 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Ellendale Post Office, an EAS-16 level office. Window service hours at the Ellendale Post Office are from 8:00 - 11:30 & 13:00 - 16:15, Monday through Friday, and 8:30 - 9:30 on Saturday. There are 145 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1.	Concern:	Customers asked why their Post Office was being discontinued while others were retained.
	Response:	Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
2 .	Concern:	Customers expressed concern about having to erect a rural mailbox.
	Response:	Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.
3.	Concern:	Customers expressed concern that postal employees at the administrative Post Office are rude.
	Response:	Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

Customers expressed concern that postal employees at the administrative Post Office are rude. Customer also expressed

concern about long waiting lines and parking.

Response:

5. Concern:

Response:

6. Concern:

Response:

7. Concern:

Response:

8. Concern:

Response:

9. Concern:

Response:

10. Concern:

Response:

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern along with your concerns about parking at lines at other offices will be conveyed to the postmaster by the Manager, Post Office Operations.

Customers were concerned about disability hardship.

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

Customers were concerned about later delivery of mail.

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

Customers were concerned about mail security.

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

Customers were concerned about obtaining services from the carrier.

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Customers were concerned about the inconvenience of travelling to another post office

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Customers were concerned about the lack of personal contact with the postal employee.

Rural Carriers are like a post office on wheels. Most transactions can be carried out without one on one contact, but if you have postal needs, you may meet your carrier at the rural mail box. If the carrier cannot meet your needs, there is a postal person available at other local post offices, who can help you.

Customers were concerned about where they would purchase Concern: The rural carrier provides all the services that are available at the Response: Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales. Customer expressed a concern about package delivery and pickup. Concern: Rural carriers will deliver packages that fit in your rural mail box, if Response: the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC Concern: which said if the Postal Service closed 1000 Post Offices, it would 13. only save 0.7% of the postal budget. The Postal Service has developed and begun implementing a range Response: of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue. Customers expressed concern over the apparent lack of interest by Concern: the Postal Service for the needs of the community. The Postal Service is required to provide each community with Response: regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner. Customers felt the route should emanate from a different office than Concern: the one proposed because that office is closer. The delivery route has been carefully reviewed to ensure that the Response: most cost-efficient service is provided. Owatonna is a different 3-digit Zip Code from Ellendale, so mail processing is done in a different location. Customers inquired about mailbox installation and maintenance. 16. Concern: Customers are responsible for mailbox installation and maintenance. Response: Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of

addressing requirements. If you put up a rural box, you would use your street address and the Zip Code assigned by the county. You may continue to use "Hope MN" as the city name.

The proposed change of the ZIP Code is necessary due to 911

Customers were concerned about a change of ZIP Code.

Customers were concerned about senior citizens.

mailboxes and mailbox height and supports.

Concern:

Response:

Response:

The Village Post Office will continue to provide stamp sales and package mailing services. The Village Post Office operator will provide special assistance to senior citizens and those who face special challenges.

Some advantages	of the	proposal	are:
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The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post 1. office. Stamps by Mail order forms are provided for customer convenience. Customers opting for carrier service will have 24-hour access to their mail. 2. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers. 3. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient 4. parcel delivery for customers. Customers opting for carrier service will not have to pay post office box fees. 5. Saves time and energy for customers who drive to the post office to pick up mail. 6.

Some disadvantages of the proposal are:

The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by 1: the rural or contract delivery carrier. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary 2. to be present to conduct most Postal Service transactions. A change in the mailing address. The community name will continue to be used in the new address. A 3. carrier route address will be assigned. However in order to ensure regular and effective service, the zip code will change to 56026.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Hope is an unincorporated community located in Steele County. The community is administered politically by County and Township Boards. Police protection is provided by the Steele County Sheriff's Department. Fire protection is provided by the Owatonna and Ellendale Fire Departments. The community is comprised of retirees, farmers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: First Lutheran Church; Somerset Township; Steele County Trail Association; Harvest Run for Hunger, Hope Creamery; Hope General Store; Hopefull Treasures; First National Bank of Waseca/Hope; Spurgy's Bar & Grill; R&L's Pitstop; The Shop; Krause's Livestock & Feed; Unforgotten Treasures; Tiger Treasures; Nancy Spindler Tupperware; SunOpta Grain; SunOpta Soy; SunRich Hearty & Natural; Wilkers Worldwide; LK Family Productions; Enviro Sense; Lynch Livestock; Lake Homes Construction; Schuler Trucking; Umbreit Trucking; Hedstrom Ins; S&S Classic Motor Sports; Vesta Schiller- Mary Kay; Pirkl's Repair . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Hope Post Office will be available at the Ellendale Post Office. Government forms normally provided by the Post Office will also be available at the Ellendale Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the

congressional inquiry:	
1. Concern:	Customers felt the loss of a Post Office would have a detrimental effect on the business community.
Response:	Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
2. Concern:	Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money

was spent in the larger cities.

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses

Customers were concerned about growth in the community.

The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

Response:

Concern:

Response:

4. Concern:

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on November 01, 1996. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 21,390 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA) Fringe Benefits @ 33.5% Annual Lease Costs		\$ 19,635 \$ 6,578 <u>+ \$ 3,000</u>
Total Annual Costs Less Annual Cost of Replacement Service		\$ 29,213 <u>-</u> \$ 7,823
Total Annual Savings	•	\$ 21,390

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Hope, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ellendale Post Office, located eight miles away.

The postmaster retired on November 01, 1996. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Hope Post Office provided delivery and retail service to 62 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged eight. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$21,390 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Hope Post Office and Ellendale Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

MICHAEL STEVENS Manager, Post Office Operations

07/13/2011

Date

Docket: 1367;	374 - 56046
Item Nbr: 34	
Page Nhr: 1	

Optional Comment Form

Followi Office.	ng are comments I wish	to make concerning th	e proposed discor	ntinuance of	the HOPE P	ost
1.	Effect on Your Postal believe the proposal w	l Services. Describe a rould have on the regu	ny favorable or us larity or effective	nfavorable on ness of your	effects you r postal service	ces.
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		· · · · · · · · · · · · · · · · · · ·				
2.	Effect on Your Compyou believe the propos	munity. Please describ sal would have on you	ne any favorable or community.	or unfavoral	ole effects tha	ıt
•						
		,				
3.	Other Comments. Pl Postal Service should	lease provide any othe consider in deciding v	r views or inform whether to adopt t	ation that y	ou believe the	5
			•			
		·				
Name	of Postal Customer		Signature	of Postal C	ustomer	
Mailin	g Address					
City, S	tate, and ZIP Code			Dat	ie .	
			•			



09/08/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 09/13/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

MARGARET CAMPBELL

Post Office Review Coordinator

100 SOUTH FIRST ST. ROOM 426B

MINNEAPOLIS, MN 55401-9990

Date of Posting: 07/13/2011

Date of Removal: 09/13/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE HOPE, MN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE



To the customers of the Hope Post Office:

The Postal Service is considering the close of the Hope Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/13/2011 through 09/13/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Hope Post Office and Ellendale Post Office . If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

MARGARET CAMPBELL 100 SOUTH FIRST ST. ROOM 409 MINNEAPOLIS, MN 55401-9990

For more information, you may call MARGARET CAMPBELL at (612) 349-3568 or write to the above address.

Thank you for your assistance.

MICHAEL STEVENS 100 SOUTH FIRST ST. ROOM 409 MINNEAPOLIS, MN 55401-9990

el D. Stevens

DOCKET NO. ITEM NO. PAGE

52046 36 2

Posting Round Date:

Date of Removal: 09/13/2011

Removal Round Date:



PROPOSAL TO CLOSE THE HOPE, MN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367374 - 56046

Date of Posting: 07/13/2011

Date of Removal: 09/13/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE HOPE, MN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE



To the customers of the Hope Post Office:

The Postal Service is considering the close of the Hope Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/13/2011 through 09/13/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Hope Post Office and Ellendale Post Office . If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

MARGARET CAMPBELL 100 SOUTH FIRST ST. ROOM 409 MINNEAPOLIS, MN 55401-9990

For more information, you may call MARGARET CAMPBELL at (612) 349-3568 or write to the above address.

Thank you for your assistance.

MICHAEL STEVENS 100 SOUTH FIRST ST. ROOM 409 MINNEAPOLIS, MN 55401-9990

1) D. Stewns

DOCKET NO. ITEM NO. PAGE 56046 36 4

Date of Posting: 07/13/2011



Removal Round Date:



PROPOSAL TO CLOSE
THE HOPE, MN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367374 - 56046

NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 09/13/2011

Postal Customers of the Hope Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Hope Post Office, which was posted 07/13/2011 through 09/13/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Hope Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

MICHAEL STEVENS

100 SOUTH FIRST ST. ROOM 426B

el D. Stewns

MINNEAPOLIS, MN 55401-9990





08/01/2011

JAMES R. KRAUSE **PO BOX 86** HOPE, MN 56046

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Hope Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

 The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. You question whether the Internet is the cause of our volume decrease. In just one example, in 2010 over half of all bills were paid on line, and this number increases each year. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue and compete in the marketplace. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. We currently have more retail locations than Starbucks, McDonalds and WalMart combined. Like those businesses, we must look at where our customers are using our outlets, and where they can be effectively served by other methods.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely. had D. Stevens

Michael Stevens Manager, Post Office Operations 100 South First St. Room 426B

Minneapolis, MN, 55401-9990

Docket 1367374-56046 Item 38 Page **2**A

July 28, 2011

Margaret Campbell Retail Specialist USPS 100 S 1st St RM 405 Minneapolis, MN 55401-9551

PETITION ENCLOSED "PLEASE SIGN TO KEEP THE HOPE MN POST OFFICE OPEN" 247 SIGNATURES, no printed names or addresses RECEIVED 8/1/2011

RE: Post Office Location Closings

Here's my question to the Postal Service: Why was there a Post Office located in Hope, Minnesota? I have lived in Hope my entire life, 58 years, and see this community busier than it has ever been. I started working at age 8 years in the same business I now own and have watched my business grow every year, 2010 being the best year ever.

Your Post Office Administration claims that the Internet is the cause of their demise. I suggest that you, the USPS, challenge yourselves to figure out how to get the business of all those who are shipping out the products from Internet sales. How about implementing some Market Research and Market Analysis and devising a plan to improve your service and your business rather than just roll over and play dead, which, essentially, is what you are doing by closing locations that could be more than earning their keep. By closing 3,500 plus, 10% of your locations, you are forcing the public to utilize other services and carriers and causing using USPS to be inconvenient and a thing of the past. Why not use those existing locations & personnel to your advantage and go head to head with your competition to take enough business from them to make your locations profitable?

Here's the answer to my question in the first paragraph. The Post Office was established in Hope, Minnesota, because the businesses and residents needed a Post Office..... and they still do. Four dollar a gallon gasoline makes the existing Post Office a vital part of the Community.

I challenge you, the United States Postal Service, to do some research, do some work and brain storming. Figure out which parts of your business are not profitable and figure out a way to change it. Just giving up and closing all these locations, which will more than likely result in more closings, serves only to weaken your presence and erase your exposure. Less exposure means that eventually, USPS will be forgotten and left behind by more prominent businesses. It means that the young people of today, who will be the businessmen of tomorrow, will be asking Post Office? What's a Post Office, and who is this Jack Benny?

Respectfully,

James R. Krause

Krause Feeds & Supplies

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08/10/2011

DORIS STADHEIM 8509 SW 72ND AVE ELLENDALE, MN 56026

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Hope Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

 You expressed a question about which office the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others. We are pleased to hear you have been happy with the the personnel at the post office and the services she provides.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

Michael Stevens Manager, Post Office Operations 100 South First St. Room 426B

el D. Stevens

Minneapolis, MN, 55401-9990

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the HOPE Post Office.

1.	Effect on Your Postal Services. Describe any lavolable of unlavolable effects you
-	believe the proposal would have on the regularity or effectiveness of your postal services.
	We live 4 miles from Hope and 10 miles drom the next post office.
	To close Hope post office would be a chig inconveniese for us.
	a cog incitate que
2.	Effect on Your Community. Please describe any favorable or unfavorable effects that
	1 11 41 - managal would have on your community
	The Hope Community is a small
	The state of the s
	quaint establishment. I think it
	be unfortunate to clase the
	and still as it is a base - an
	important one for the community.
3.	Other Comments. Please provide any other views or information that you believe the
	Postal Service should consider in deciding whether to adopt the proposal.
	Laurie is a wonderful person and an asset to the post office. She's friendly, helpful and it would be
	an asset to the post office ones
	Sciendly helpful and it would be
	sad to have this entity close.

Name of Postal Customer

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Mailing Address

Clerdale Mn 56026

City, State, and ZIP Code

Name of Postal Customer

Signature of Postal Customer

Date



A. Office						
Name: HOPE			B	State: N	//N Zip	Code: 56046
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Prepared by:	Margaret Campbell	,			Date:	09/14/2011
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	(612) 349-3568				Fax No:	(612)
Tele No:	(0.12) 070-0000			•	I GA INU.	349-0389

Analysis of 60-Day Posting Comments

Number of comments returned	
Total questionnaires distributed	2
Favorable comments	D
Unfavorable comments	2
No opinon expressed	0
Total comments returned	2

Postal Concerns

The following postal concerns were expressed

1. Concern (UnFavorable):
Customers felt the route should emanate from a different office than the one proposed because that office is closer.

The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others. We are pleased to hear you have been happy with the the personnel at the post office and the services she provides.

Concern (UnFavorable):
 In response to your letter and list of signatures:

Response:

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. You question whether the Internet is the cause of our volume decrease. In just one example, in 2010 over half of all bills were paid on line, and this number increases each year. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue and compete in the marketplace. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this changs. We currently have more retail locations than Starbucks, McDonalds and WallMart combined, Like those businesses, we must look at where our customers are using our outlets, and where they can be effectively served by other methods.

Nonpostal Concerns

The following nonpostal concerns were expressed

DOCKET NO.	1367374-56046
HEMNO.	41
PAGE	

Date of Posting: 07/13/2011

Posting Round Date:

Date of Removal: 09/13/2011

Removal Round Date:

PROPOSAL TO CLOSE THE HOPE, MN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE (REVISED)

DOCKET NUMBER 1367374 - 56046

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Hope, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ellendale Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on November 01, 1996. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: A review of the Hope Post Office has shown that the workload has steadily decreased. Currently the office has only 1.6 hours of work per day. Revenue has dropped 16% over the past 3 years. The office is open 6 hours daily. The Hope residents must travel to other nearby communities to buy groceries and other goods and services.

The Hope Post Office, an EAS-55 level, provides service from 09:30 - 12:30 & 13:00 - 16:00 Monday - Friday, 09:00 - 11:00 Saturday and lobby hours of 7:00 - 17:00 on Monday - Friday and 7:00 - 17:00 on Saturday to 62 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged eight transaction(s) accounting for seven minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$32,121 (84 revenue units) in FY 2008; \$47,344 (123 revenue units) in FY 2009; and \$23,599 (62 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On June 29, 2011, representatives from the Postal Service were available at Hope Community Center on 37th Ave to answer questions and provide information to customers. 28 customer(s) attended the meeting.

On June 14, 2011, 62 questionnaires were distributed to delivery customers of the Hope Post Office. Questionnaires were also available over the counter for retail customers at the Hope Post Office. 33 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 4 favorable, 18 unfavorable, and 11 expressed no opinion.

A petition supporting the retention of the Hope Post Office was received on September 14, 2011, with 247 signatures. If this proposal is implemented, delivery and retail services will be provided by the Ellendale Post Office, an EAS-16 level office. Window service hours at the Ellendale Post Office are from 8:00 - 11:30 & 13:00 - 16:15, Monday through Friday, and 8:30 - 9:30 on Saturday. There are 145 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1.	Concern:	others were retained.
•	Response:	Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
2.	Concern:	Customers expressed concern about having to erect a rural mailbox.
	Response:	Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.
3.	Concern:	Customers expressed concern that postal employees at the administrative Post Office are rude.
	Response:	Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.
4.	Concern:	Customers expressed concern that postal employees at the administrative Post Office are rude. Customer also expressed concern about long waiting lines and parking.

Response:

5 Concern:

Response:

Concern:

Response:

7. Concern:

Response:

8. Concern:

Response:

9. Concern:

Response:

10. Concern:

Response:

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern along with your concerns about parking at lines at other offices will be conveyed to the postmaster by the Manager, Post Office Operations.

Customers were concerned about disability hardship.

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

Customers were concerned about later delivery of mail.

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

Customers were concerned about mail security.

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

Customers were concerned about obtaining services from the carrier.

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Customers were concerned about the inconvenience of travelling to another post office

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Customers were concerned about the lack of personal contact with the postal employee.

Rural Carriers are like a post office on wheels. Most transactions can be carried out without one on one contact, but if you have postal needs, you may meet your carrier at the rural mail box. If the carrier cannot meet your needs, there is a postal person available at other local post offices, who can help you.

11. Concern:

Response:

12. Concern:

Response:

13. Concern:

Response:

14. Concern:

Response:

15. Concern:

Response:

16 Concern:

Response:

Customers were concerned about where they would purchase stamps,

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Customers felt the route should emanate from a different office than the one proposed because that office is closer.

The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others. We are pleased to hear you have been happy with the the personnel at the post office and the services she provides.

In response to your letter and list of signatures:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. You question whether the Internet is the cause of our volume decrease. In just one example, in 2010 over half of all bills were paid on line, and this number increases each year. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue and compete in the marketplace. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. We currently have more retail locations than Starbucks, McDonalds and WalMart combined. Like those businesses, we must look at where our customers are using our outlets, and where they can be effectively served by other methods.

Customer expressed a concern about package delivery and pickup.

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

17. Concern:

Response:

18. Concern:

Response:

19. Concern:

Response:

Customers inquired about mailbox installation and maintenance.

Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

Customers were concerned about a change of ZIP Code.

The proposed change of the ZIP Code is necessary due to 911 addressing requirements. If you put up a rural box, you would use your street address and the Zip Code assigned by the county. You may continue to use "Hope MN" as the city name.

Customers were concerned about senior citizens.

The Village Post Office will continue to provide stamp sales and package mailing services. The Village Post Office operator will provide special assistance to senior citizens and those who face special challenges.

Some advantages of the proposal are:

- The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
 Customers opting for carrier service will have 24-hour access to their mail.
 Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
 CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient
- parcel delivery for customers.

 Customers opting for carrier service will not have to pay post office box fees.

 Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

- 1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
- Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary
 to be present to conduct most Postal Service transactions.
- A change in the mailing address. The community name will continue to be used in the new address. A
 carrier route address will be assigned. However in order to ensure regular and effective service, the zip
 code will change to 56026.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Concem:

Response:

Concern:

Response:

Hope is an unincorporated community located in STEELE County. The community is administered politically by County and Township Boards. Police protection is provided by the Steele County Sheriff's Department. Fire protection is provided by the Owatonna and Ellendale Fire Departments. The community is comprised of retirees, farmers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: First Lutheran Church; Somerset Township; Steele County Trail Association; Harvest Run for Hunger, Hope Creamery; Hope General Store; Hopefull Treasures; First National Bank of Waseca/Hope; Spurgy's Bar & Grill; R&L's Pitstop; The Shop; Krause's Livestock & Feed; Unforgotten Treasures; Tiger Treasures; Nancy Spindler Tupperware; SunOpta Grain; SunOpta Soy; SunRich Hearty & Natural; Wilkers Worldwide; LK Family Productions; Enviro Sense; Lynch Livestock; Lake Homes Construction; Schuler Trucking; Umbreit Trucking; Hedstrom Ins; S&S Classic Motor Sports; Vesta Schiller- Mary Kay; Pirkl's Repair . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Hope Post Office will be available at the Ellendale Post Office. Government forms normally provided by the Post Office will also be available at the Ellendale Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. (Concern:	Customers felt the loss of a Post Office would have a detrimental effect on the business community.
1	Response:	Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses

Customers were concerned about growth in the community.

The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

4. Concern:

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on November 01, 1996. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 21,390 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA) Fringe Benefits @ 33.5% Annual Lease Costs	\$ 19,635 \$ 6,578 <u>+ \$ 3,000</u>
Total Annual Costs Less Annual Cost of Replacement Service	\$ 29,213 <u>- \$ 7,823</u>
Total Annual Savings	<u>\$ 21,390</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Hope, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ellendale Post Office, located eight miles away.

The postmaster retired on November 01, 1996. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Hope Post Office provided delivery and retail service to 62 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged eight. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$21,390 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ellendale Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

minnel D. Stu

Manager, Post Office Operations

07/13/2011

Date

POST OF	U.S. Postal Servic FICE CLOSING OR CONSO Fact Sheet	e DELIDATION PROPOSA	L	1, Date Prepared 06/22/2011
Post Office Name		3. State and ZIP + 4 Code		
HOPE	a, Customer Service	MN, 56046-2003 6. County	7. Congress	ional District
NORTHLAND PFC WES	TERN	STEELÉ	MN-01	
3. Reason for Proposal to Discontinue review of the Hope Post Office has shown hat the workload has steadily decreased. For the transparent of	9. PO Emergency Suspend(Re No Suspension	aason and Date)	10. Proposed Permane	nt Atternate Service
11. Staffing			12. Hours of Service	I Total
Occupied 11/01/1996 b. OIC Career c. Current PM POSITION Level (150) EAS-55	Non-Career Nowngraded from EAS-55 to of Non-Career- 0	a. Time M-F 09:30 - 12:30 & 13:00 - 16:00 a. Lobby Time M-F 7:00 - 17:00	Sat 09:00 - 11:00 Sat 7:00 - 17:00	Total Window Hours Per Week
	io of Non-Career- 1			
13. Number of Custome	ers Served		14, Daily Volume (Pieces	s)
a. General Delivery	0	Types of Mail	Received	Dispatched
b. P.O. Box	52	a. First-Class	153	19
c. City Delivery	0	b. Newspaper	42	0
d. Rural Delivery	0	c, Parcel	1	1
e. Highway Contract Route Box	0	d. Other	23	. 0
f. Total	62	e. Total	219	20
	0	f. No. of Postage Meters		1
g. No. Receiving Duplicate Service n. Average No. Daily Transactions	7.80	g. No. of Permits		0
Finances a. FY 2008 2009 2010		Receipts \$ 32,121 \$ 47,344 \$ 23,599	b. EAS Step 1 PM Basic Salar (no Cola) \$ 19635	c. PM Fringe Benefit y (33.5% of b.) \$6,578
Postal Owned 30-day cancellation clause? Yes Located in: Business Home	Leased (# Leased, Expiration Date) No Evi	01/01/1900	lo (if Yes, must vacate by	4
16b. Explain: Month to month lease				
17. Schools, Churches and Organization in First Lutheran Church; Somerset Township; Association; Harvest Run for Hunger		Name ELLENDALE Window Service Hours: Lobby Hours:	8:00 - 11:30 & 13:00	16 Miles Away 8.2 SAT 8:30 - 9:30 SAT 7:00 - 16:30
18, Businesses in Service Area:	No: <u>26</u>	•	(if different from above): EAS	_
Hope Creamery; Hope General Store; Hope Bank of Waseca/Hope; Spurgy's Bar & Grik Krause's Livestock & Feed; Unforgotten Tre Spindler Tupperware; SunOpta Grain; SunC Natural; Wilkers Worldwids; LK Family Prod Livestock; Lake Homes Construction; Schul Hedstrom Ins; S&S Classic Motor Sports; V Repair	R&L's Pitstop; The Snop; asures; Tiger Treasures; Nancy pta Soy; SunRich Hearty & uctions; Enviro Sense; Lynch er Trucking; esta Schiller- Mary Kay; Pirkl's		Level 8:00 - 11:30 & 13:90	Miles Away 8.2 SAT 8:30 - 9:30 SAT 7:00 - 16:30
Printed Name and Title	21, FIG	Signature		Telephone No. AC (
MARGARET CAMPBELL PO Discontinuance Coordinator Name	Telephone No. AC ()	MARGARET CAMPBEL Location	L	(612) 349-3568
MARGARET CAMPBELL PS Form 4920, June 1993	(612) 349-3568	MINNEAPOLIS, MN	·	



09/14/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record

HOPE

Docket Number 1367374 - 56046

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

ANTHONY WILLIAMS

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District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

	Office (venic)	State, ZIP Code:	· · · · · · · · · · · · · · · · · · ·
	EAS Level:		55
	District:		NORTHLAND PFC
	County:		STEELE
	Congressional	District	MN-01
	_	District.	,
	Proposal:		Close Consolidate
	Reason For P		retired
	Alternate Serv	fice Proposed:	Rural Route Service
	Customers Aff	fected:	·
	Post Office I	Box:	62
	General Del	ivery:	0
	Rural Route	:	0
	Highway Co	intract Route (HCR):	0
	City Route:		0
	Intermediate	e Rural:	0
	Intermediate	· ·	0
	*	per of customers:	62
	TOTAL HUMBL		
	Date	Action	
		Office suspended. Reason suspended: Suspension notice sent to Headquarters.	
	11/01/1996	Postmaster vacancy occurred. Reason: retired	1
	11/01/1000	OIC: Career: 0 Noncareer: 1 Other Empl	oyees: 1
	05/24/2011	District manager authorization to study.	
	2011 1 10011	Questionnaires sent to customers. Number se Analysis: Favorable 4 Unfavorable 18 No.	nt: 62 Number Returned: 33
	06/14/2011	Petition received. Number of signatures: 247	Opinion 17
		Concerns expressed:	
		Congressional inquiry received: No Concerns expressed:	
	07/07/2011	Proposal and checklist sent to district for revie	
	01/01/2011	Government Relations and Retail Operations	notified by district 10 days before the 60-day posting (PS Form 4920
	07/01/2011	attached).	
3-11	_07/97/2011 _09/14/2011	Proposal and invitation for comments posted a Proposal and invitation for comments removed	and round-dated
			g and round detoc.
		Comment Analysis:	
	9-13-11	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0	2
	9-(3-1) None	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 Premature PRC appeal received.	2
		Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0	
	None	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 Premature PRC appeal received. Concerns expressed: Updated PS Form 4920 completed (if necessed Certification of the official record.	ery).
	None 06/22/2011	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 Premature PRC appeal received. Concerns expressed: Updated PS Form 4920 completed (if necessed Certification of the official record. District transmittal of official record to vice pre	
	None 06/22/2011	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 Premature PRC appeal received. Concerns expressed: Updated PS Form 4920 completed (if necessed Certification of the official record. District transmittal of official record to vice prepresident, Area Operations.	ary). sident, Delivery and Retail, and copy of transmittal letter to vice
	None 06/22/2011	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 Premature PRC appeal received. Concerns expressed: Updated PS Form 4920 completed (if necessed Certification of the official record. District transmittal of official record to vice pre	ary). sident, Delivery and Retail, and copy of transmittal letter to vice entry).
	None 06/22/2011	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 Premature PRC appeal received. Concerns expressed: Updated PS Form 4920 completed (if necessed Certification of the official record. District transmittal of official record to vice prepresident, Area Operations. Headquarters logged in official record (option Record returned to district for additional consistency of the president of the pr	ary). sident, Delivery and Retail, and copy of transmittal letter to vice entry). deration.
	None 06/22/2011	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 Premature PRC appeal received. Concerns expressed: Updated PS Form 4920 completed (If necessed Certification of the official record. District transmittal of official record to vice prepresident, Area Operations. Headquarters logged in official record (option Record returned to district for additional consistence of returned as not warranted. Final determination posted at affected office(see Preparation 1998)	ary). sident, Delivery and Retail, and copy of transmittal letter to vice entry). deration. s) and round-dated.
	None 06/22/2011	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 Premature PRC appeal received. Concerns expressed: Updated PS Form 4920 completed (if necessed Certification of the official record. District transmittal of official record to vice prepresident, Area Operations. Headquarters logged in official record (option Record returned to district for additional consist Record returned as not warranted. Final determination posted at affected office(sefinal determination removed and round-dated	ary). sident, Delivery and Retail, and copy of transmittal letter to vice entry). deration. s) and round-dated.
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	None 06/22/2011	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 Premature PRC appeal received. Concerns expressed: Updated PS Form 4920 completed (if necessed Certification of the official record. District transmittal of official record to vice prepresident, Area Operations. Headquarters logged in official record (option Record returned to district for additional consist Record returned as not warranted. Final determination posted at affected office(sefinal determination removed and round-dated	ery). sident, Delivery and Retail, and copy of transmittal letter to vice entry). deration. s) and round-dated. default form sent to Headquarters.
	None 06/22/2011	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 Premature PRC appeal received. Concerns expressed: Updated PS Form 4920 completed (if necessal Certification of the official record.) District transmittal of official record to vice prepresident, Area Operations. Headquarters logged in official record (option Record returned to district for additional consist Record returned as not warranted. Final determination posted at affected office(second Fostal Bulletin Post Office Change Announce No appeals letter received from Headquarters Appeal to PRC received.	ary). sident, Delivery and Retail, and copy of transmittal letter to vice entry). deration. s) and round-dated. d. ment form sent to Headquarters.
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	None 06/22/2011	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 Premature PRC appeal received. Concerns expressed: Updated PS Form 4920 completed (if necessed Certification of the official record. District transmittal of official record to vice prepresident, Area Operations. Headquarters logged in official record (option Record returned to district for additional consist Record returned as not warranted. Final determination posted at affected office(second Postal Bulletin Post Office Change Announce No appeals letter received from Headquarters Appeal to PRC received. PRC opinion received on appeal: Affirmed: Remanded:	entry). sident, Delivery and Retail, and copy of transmittal letter to vice entry). deration. s) and round-dated. ment form sent to Headquarters. s. USPS Withdrawn:
	None 06/22/2011 09/14/2011	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 Premature PRC appeal received. Concerns expressed: Updated PS Form 4920 completed (if necesse Certification of the official record. District transmittal of official record to vice prepresident, Area Operations. Headquarters logged in official record (option Record returned to district for additional consi Record returned as not warranted. Final determination posted at affected office(s Final determination removed and round-dated Postal Bulletin Post Office Change Announce No appeals letter received from Headquarters Appeal to PRC received. PRC opinion received on appeal: Affirmed: Remanded: Address management systems notified to upon the process of the provided of the present the pres	entry). sident, Delivery and Retail, and copy of transmittal letter to vice entry). deration. s) and round-dated. ment form sent to Headquarters. s. USPS Withdrawn:
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	None 06/22/2011 09/14/2011	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 Premature PRC appeal received. Concerns expressed: Updated PS Form 4920 completed (if necessal Certification of the official record.) District transmittal of official record to vice prepresident, Area Operations. Headquarters logged in official record (option Record returned to district for additional consist Record returned as not warranted. Final determination posted at affected office(see Final determination removed and round-dated Postal Bulletin Post Office Change Announced No appeals letter received from Headquarters Appeal to PRC received. PRC opinion received on appeal: Affirmed: Remanded: Address management systems notified to upon Discontinuance announced in Postal Bulletin inator/person most familiar with the case:	entry). sident, Delivery and Retail, and copy of transmittal letter to vice entry). deration. and round-dated. i. ment form sent to Headquarters. i. USPS Withdrawn: dated AMS report. No.: Effective date:
	None 06/22/2011 09/14/2011	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 Premature PRC appeal received. Concerns expressed: Updated PS Form 4920 completed (if necessal Certification of the official record.) District transmittal of official record to vice prepresident, Area Operations. Headquarters logged in official record (option Record returned to district for additional consist Record returned as not warranted. Final determination posted at affected office(see Final determination removed and round-dated Postal Bulletin Post Office Change Announce No appeals letter received from Headquarters Appeal to PRC received. PRC opinion received on appeal: Affirmed: Remanded: Address management systems notified to upon Discontinuance announced in Postal Bulletin inator/person most familiar with the case: MARGARET CAMPBELL	ary). sident, Delivery and Retail, and copy of transmittal letter to vice entry). deration. 3) and round-dated. i. ment form sent to Headquarters. is. USPS Withdrawn: Jated AMS report. No.: Éffective date:



09/29/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS UNITED STATES POSTAL SERVICE 475 L'ENFANT PLAZA ROOM 5621 WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Hope Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Margaret Campbell, Post Office Review Coordinator, at (612) 349-3568 or Michael Stevens Manager Post Office Operations.

ANTHONY WILLIAMS

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DISTRICT MANAGER

100 SOUTH FIRST ST. ROOM 426B MINNEAPOLIS, MN 55401-9990

Enclosures:

One copy of record (http://hqcsopps.usps.gov/public/dis/4E/P1367374.pdf) Headquarters acknowledgment of receipt of official record (optional) Self-addressed envelope

cc: Vice President, WESTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the HOPE was received by 10/02/2011. Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700 WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

*Note: The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum and a self-addressed return envelope if you wish to receive an acknowledgment of Headquarters receipt of the record.

Date of Posting: 12/06/2011

Date of Removal: 01/07/2012

FINAL DETERMINATION TO CLOSE THE HOPE, MN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

Concern:

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Hope, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ellendale Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on November 01, 1996. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: A review of the Hope Post Office has shown that the workload has steadily decreased. Currently the office has only 1.6 hours of work per day. Revenue has dropped 16% over the past 3 years. The office is open 6 hours daily. The Hope residents must travel to other nearby communities to buy groceries and other goods and services.

The Hope Post Office, an EAS-55 level, provides service from 09:30 - 12:30 & 13:00 - 16:00 Monday - Friday, 09:00 - 11:00 Saturday and lobby hours of 7:00 - 17:00 on Monday - Friday and 7:00 - 17:00 on Saturday to 62 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged eight transaction(s) accounting for seven minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$32,121 (84 revenue units) in FY 2008; \$47,344 (123 revenue units) in FY 2009; and \$23,599 (62 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On June 29, 2011, representatives from the Postal Service were available at Hope Community Center on 37th Ave to answer questions and provide information to customers. 28 customer(s) attended the meeting.

On June 14, 2011, 62 questionnaires were distributed to delivery customers of the Hope Post Office. Questionnaires were also available over the counter for retail customers at the Hope Post Office. 33 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 4 favorable, 18 unfavorable, and 11 expressed no opinion.

A petition supporting the retention of the Hope Post Office was received on September 14, 2011, with 247 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Ellendale Post Office, an EAS-16 level office. Window service hours at the Ellendale Post Office are from 8:00 - 11:30 & 13:00 - 16:15, Monday through Friday, and 8:30 - 9:30 on Saturday. There are 145 post office boxes available.

The proposal to close the Hope Post Office was posted with an invitation for comment at the Hope Post Office and Ellendale Post Office from July 13, 2011 to September 13, 2011. The following additional concerns were received during the proposal posting period:

Offic perio		Customers asked why their Post Office was being discontinued
1.	Concern:	while others were retained.
	Response:	Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
2.	Concern:	Customers expressed concern about having to erect a rural mailbox
	Response:	Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.
3.	Concern:	Customers expressed concern that postal employees at the administrative Post Office are rude.
	Response:	Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.
	•	Customers expressed concern that postal employees at the

administrative Post Office are rude. Customer also expressed

concern about long waiting lines and parking.

Docket: Item Ni Page Ni	
-	Response:
·:	

5. Concern:

Response:

Concern:

Response:

7. Concern:

Response:

8. Concern:

Response:

9. Concern:

Response:

10. Concern:

Response:

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern along with your concerns about parking at lines at other offices will be conveyed to the postmaster by the Manager, Post Office Operations.

Customers were concerned about disability hardship.

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

Customers were concerned about later delivery of mail.

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the d

Customers were concerned about mail security.

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

Customers were concerned about obtaining services from the carrier.

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Customers were concerned about the inconvenience of travelling to another post office

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Customers were concerned about the lack of personal contact with the postal employee.

Rural Carriers are like a post office on wheels. Most transactions can be carried out without one on one contact, but if you have postal needs, you may meet your carrier at the rural mail box. If the carrier cannot meet your needs, there is a postal person available at other local post offices, who can help you.

Docket: Item Ni Page Ni	
11.	Concern:
•	Response:
•	÷
12.	Concern:

13. Concern:

Response:

Response:

14. Concern:

Response:

15. Concern:

Response:

16. Concern:

Customers were concerned about where they would purchase stamps.

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Customers felt the route should emanate from a different office than the one proposed because that office is closer.

The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others. We are pleased to hear you have been happy with the the personnel at the post office and the services she provides.

In response to your letter and list of signatures:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery route's, restructuring administrative and processing functions and closing district offices. You question whether the Internet is the cause of our volume decrease. In just one example, in 2010 over half of all bills were paid on line, and this number increases each year. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue and compete in the marketplace. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. We currently have more retail locations than Starbucks, McDonalds and WalMart combined. Like those businesses, we must look at where our customers are using our outlets, and where they can be effectively served by other methods.

Customer expressed a concern about package delivery and pickup.

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

Customers inquired about mailbox installation and maintenance.

Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

Customers were concerned about a change of ZIP Code.

The proposed change of the ZIP Code is necessary due to 911 addressing requirements. If you put up a rural box, you would use your street address and the Zip Code assigned by the county. You may continue to use "Hope MN" as the city name.

Customers were concerned about senior citizens.

The Village Post Office will continue to provide stamp sales and package mailing services. The Village Post Office operator will provide special assistance to senior citizens and those who face special challenges.

Concern:

Response:

Concern: 18.

Response:

Concern: 19

Response:

Some advantages of the proposal are:

The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail 1. order forms are provided for customer convenience.

Customers opting for carrier service will have 24-hour access to their mail. 2.

Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.

CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for 4.

Customers opting for carrier service will not have to pay post office box fees. 5.

Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.

Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to 2.

conduct most Postal Service transactions. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned. However in order to ensure regular and effective service, the zip code will change to 56026.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Hope is an unincorporated community located in STEELE County. The community is administered politically by County and Township Boards. Police protection is provided by the Steele County Sheriff's Department, Fire protection is provided by the Owatonna and Ellendale Fire Departments. The community is comprised of retirees, farmers and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: First Lutheran Church; Somerset Township; Steele County Trail Association; Harvest Run for Hunger, Hope Creamery; Hope General Store; Hopefull Treasures; First National Bank of Waseca/Hope; Spurgy's Bar & Grill; R&L's Pitstop; The Shop; Krause's Livestock & Feed; Unforgotten Treasures; Tiger Treasures; Nancy Spindler Tupperware; SunOpta Grain; SunOpta Soy; SunRich Hearty & Natural; Wilkers Worldwide; LK Family Productions; Enviro Sense; Lynch Livestock; Lake Homes Construction; Schuler Trucking; Umbreit Trucking; Hedstrom Ins; S&S Classic Motor Sports; Vesta Schiller- Mary Kay; Pirkl's Repair . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Hope Post Office will be available at the Ellendale Post Office. Government forms normally

provided by the Post Office will also be available at the Ellendale Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

Concern:

Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

Concern:

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

Concern: 3.

Customers were concerned about growth in the community.

Response:

The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

Concern:

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on November 01, 1996. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 21,390 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA) Fringe Benefits @ 33.5% Annual Lease Costs	\$ 19,635 \$ 6,578 <u>+ \$ 3.000</u>
Total Annual Costs Less Annual Cost of Replacement Service	\$ 29,213 - \$ 7,823
Total Annual Savings	<u>\$21,390</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Hope, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ellendale Post Office, located eight miles away.

The postmaster retired on November 01, 1996. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Hope Post Office provided delivery and retail service to 62 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged eight. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$21,390 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Hope Post Office and Ellendale Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Hope Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-000i. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Hope Post Office and Ellendale Post Office during normal office hours.

And Jakithan	12/01/2011	
Dean J Granholm Vice President of Delivery and Post Office Operations	Date	



12/06/2011

OFFICER-IN-CHARGE/POSTMASTER Hope Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Hope Post Office Final Determination Docket No. 1367374 - 56046

Please post in the lobby the enclosed final determination to close the Hope Post Office. The final determination must be posted in a prominent place from 12/06/2011 through close of business on 01/07/2012. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 01/08/2012.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (612) 349-3568.

Sincerely,

MARGARET CAMPBELL

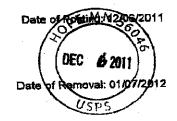
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POST OFFICE REVIEW COORDINATOR

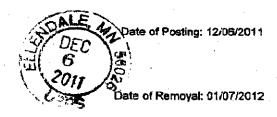
100 SOUTH FIRST ST. ROOM 426B

MINNEAPOLIS, MN 55401-9990

Docket: 1357374 - 56046 Item Nort47-444 Page Nor: 1



FINAL DETERMINATION TO CLOSE THE HOPE, MN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE



FINAL DETERMINATION TO CLOSE THE HOPE, MN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE



12/28/2011

DISTRICT MANAGER NORTHLAND PFC 100 SOUTH FIRST ST. ROOM 426B MINNEAPOLIS, MN, 55401-9990

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the HOPE, 56046-2003 Docket No. 1367374 - 56046

This is to advise you that an appeal to the final determination to discontinue the HOPE has been filed with the Postal Regulatory Commission. The Headquarters managing counsel, legal policy and ratemaking office, will provide you with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

In accordance with the Postal Operations Manual, please ensure that a copy of these documents, as well as the final determination, are prominently displayed and made available for inspection by the public at the affected Post Offices until the Commission has issued its final order and opinion. The Postal Regulatory commission has up to 120 days (four months) to consider the appeal and issue its decision.

No final action may be taken until the final decision has been made and you have received written notification of that decision along with appropriate instructions.

This memorandum must be filed in the official record.

If you have any questions, please contact Kevin Romero at (916) 373-8315.

Thank you for your cooperation.

Kevin Romero Manager Field Performance West

cc: Vice President, Area Operations WESTERN Area Government Relations and Public Policy